

Legal Aid of Arkansas
Board of Directors Meeting
Saturday, June 24, 2017
9:00 A.M.



Arkansas Children's Hospital
South Campus (Brandon Building)
5th Floor
11 Children's Way
Little Rock, AR 72205

**TOLL FREE
1-800-967-9224**

**TELEPHONE
1-870-972-9224**

**HELPLINE
1-800-952-9243**

www.arlegalaid.org

Arkansas Children's Hospital
1 Children's Way, Slot 695
Little Rock, AR 72202-3500
501-978-6479 – Fax

Harrison
205 W. Stephenson Ave.
Harrison, AR 72601
800-967-9224 – Fax

Helena-West Helena
622 Pecan
Helena, AR 72342
870-338-9834 – Fax

Jonesboro
714 South Main Street
Jonesboro, AR 72401
870-910-5562 – Fax

Newport
202 Walnut Street
Newport, AR 72112
870-523-9892 – Fax

Springdale
1200 Henryetta
Springdale, AR 72762
479-751-0002 - Fax

West Memphis
310 Mid Continent Plaza
Suite 420
West Memphis, AR 72301
870-732-6373 – Fax

June 14, 2017

RE: Board of Directors Meeting

Dear Board Member:

The Legal Aid of Arkansas Board of Directors will meet at **9:00 a.m.** Saturday, June 24th at the Legal Aid of Arkansas office located at Arkansas Children's Hospital South Campus, 11 Children's Way, Little Rock, AR 72205. Board members may also participate by conference call using the attached instructions. Lodging on Friday night is provided at the Comfort Inn & Suites Presidential in Little Rock. Please contact me if you wish me to take care of lodging arrangements on your behalf.

In an effort to reduce the cost of postage and the amount of paper used to distribute materials for discussion at the Board meeting, the documents have been posted online and are being mailed only to Board members who might not have internet access or have requested they be mailed. To access the online documents, go to <http://arlegalaid.org/board-packet.html> .

If you have any questions or prefer to have a packet mailed to you, please contact me by phone at 1-800-967-9224, x4311, or by e-mail at eking@arlegalaid.org.

Sincerely,

Elizabeth King
Administrative Assistant/HR Manager

/eak
Encl.

PARTICIPATING BY CONFERENCE CALL/GO TO WEBINAR

Dial 1-866-625-9936

Enter Guest Pin 21154265#

Following are some guidelines to make a conference call run smoothly:

- **Call in/log in a little early.** Call in a few minutes prior to the scheduled conference call time to eliminate a last minute rush.
- **Identify yourself.** Make sure to state your name clearly before speaking or voting since the meeting minutes must identify speakers.
- **Speak loudly and clearly.** You will need to speak more loudly than you would in a regular person-to-person conversation.
- **Request the Board Chair's acknowledgement.** To ensure that you are heard when you have something to say, ask the Board Chair for the floor. After you are acknowledged, you can be sure that you are being heard.
- **If you can't hear someone, speak up and let the Board Chair know.**



FACILITIES LIST

- | | | | |
|---------------------------------------|---------------------------------|--------------------------------|--------------------|
| 1 Arkansas Children's Hospital | 9 Listening Center | 17 Dennis Developmental Center | 25 PULSE Center |
| 2 South Wing | 10 Energy Building | 18 Circle of Friends Clinic | 26 Office Building |
| 3 Sturgis Building | 11 South Campus | 19 HIPPI USA | 27 IT Building |
| 4 Facilities & Safety | 12 Community Outreach | 20 Adolescent Center | |
| 5 Ronald McDonald House | 13 Research Institute | 21 PR & Marketing | |
| 6 East Campus | 14 Children's Protection Center | 22 PHO | |
| 7 ACH Fitness Center | 15 Nutrition Center | 23 Blue House | |
| ⁴ 8 Administrative Support | 16 Human Resources | 24 Children's House | |



Arkansas Children's Hospital is a Non-Smoking Campus



Directions from I-630
 Follow signs to Arkansas Children's Hospital.
 Take Exit 2B to Dr. Martin Luther King Drive.
 Turn right onto Maryland Avenue.
 Park in designated visitor parking areas.

Legal Aid is in Building #11, also known as the Brandon Building.



Arkansas Children's Hospital CAMPUS MAP

1 Children's Way Little Rock, AR 72202
 archildrens.org | 501-364-1100



Download the FREE MyACH app and scan QR codes on hospital screens for detailed directions.



**Agenda for Legal Aid of Arkansas
Board of Directors Meeting
June 24, 2017**

1. Call to Order (Ms. Chumbler)
2. Approval of Minutes of March 25, 2017 Meeting (Ms. Chumbler) Page 6
3. Financial Report (Mr. Bowman) Page 12
4. Update Authorized Check Signers in Banking Accounts (Ms. King) Page 15
5. Update on Disposition of Helena-West Helena Office (Mr. Richardson) Page 16
6. 50th Anniversary Celebration Update (Mr. Richardson) Page 21
7. Fair Housing Project (Mr. Auer) Page 25
8. Arkansas Access to Justice Commission/Foundation Report (Ms. Johnson) Page 36
9. Medical-Legal Partnership Report (Ms. Morrison, Ms. Hyatt, Ms. Edwards, ACH Staff, Ms. Chumbler) Page 57
10. Director's Report (Mr. Richardson) Page 58
11. Old/New Business (Ms. Chumbler)
12. Adjournment (Ms. Chumbler)

**LEGAL AID OF ARKANSAS
BOARD OF DIRECTOR'S MEETING
March 25, 2017**

A meeting of the Board of Directors of Legal Aid of Arkansas (LAA) was held at 9:00 a.m. Saturday, March 25, 2017 at the Comfort Inn and Suites in Blytheville, AR.

The formal agenda was as follows:

1. Call to Order (Ms. Cung)
2. Committee Report
 - a. Search, Appointments, Nominations Committee (Ms. Claunch)
 - i. Acceptance of New Board Members
 - ii. Election of Officers
3. Approval of Minutes of December 10, 2016 Meeting (New Board Chair)
4. 2016 Independent Audit Report (Yoakum, Lovell & Company)
5. Financial Report (Mr. Bowman)
6. 2017 Financial Eligibility Guidelines (Mr. Richardson)
7. 50th Anniversary Celebration (Mr. Richardson)
8. Legislative Interaction and Promoting Legal Aid, Regulations and Best Practices (Mr. Richardson)
9. Domestic Violence Workgroup Report (Ms. Franklin, Ms. Davison)
10. Director's Report (Mr. Richardson)
11. Executive Session (New Board Chair)
12. Personnel Committee Report (Mr. Price)
13. Old/New Business (New Board Chair)
14. Adjournment (New Board Chair)

Present in person were Beverly Claunch, Helen Jenkins, Donna Price, Val Price and Curtis Walker. Present via conference call were Neil Burns, Lori Chumbler, Niki Cung, Faye Reed, Ashlie Thacker, Demetre Walker, Rene Ward, Tim Watson, Kandy Webb and Ron Wilson. LAA staff in attendance in person included Lee Richardson, Executive Director; Teresa Franklin, Delta Regional Manager and Lela Davison, Staff Attorney. Staff present via conference call included Elizabeth King, Admin Assistant/HR; David Bowman, Fiscal Officer; Heather Hersh, Ozark Regional Manager and Rachel Pisors, Staff Attorney. Also present via conference call was Zeke Jones of Yoakum, Lovell and Co.

Board Chair Niki Cung called the meeting to order. She welcomed everyone and moved to item two on the agenda, Committee Report.

Ms. Claunch stated that the Search, Appointments, Nominations Committee has met twice since the December Board meeting where Mr. Richardson reviewed the Diversity Report and open positions were reviewed. She stated that there were eight positions to be either filled or re-filled. She stated that Niki Cung, Pamela Haun, Demetre Walker and Rene Ward's terms had expired and they have agreed to re-appointment and letters have been secured. She stated that the status of Ms. Jenkins position was unknown. She stated that there were four new positions to fill and those have been filled as follows:

Tim Watson Jr. – Jackson County Bar Association
Donna Price – Van Buren County Bar Association
Ashlie Thacker – Family Crisis Center

Ms. Cung asked for questions regarding the new members. Hearing none, she called for a motion.

A motion was made by Val Price, seconded by Curtis Walker to accept and approve the re-appointments and new members. The motion carried with none opposed.

Ms. Claunch stated that the proposed slate of officers is as follows:

Lori Chumbler – Chair
Pamela Haun – Vice Chair
Annie Smith – Treasurer
Vilma Asencio – Secretary

Ms. Cung asked for questions regarding the proposed slate of officers. Hearing none, she called for a motion.

A motion was made by Curtis Walker, seconded by Helen Jenkins to approve the proposed slate of officers. The motion carried with none opposed.

Ms. Cung handed the meeting over to Ms. Chumbler.

Board Chair Lori Chumbler moved to item three on the agenda, Approval of Minutes of December 10, 2016 Meeting. She asked for questions regarding the minutes. Hearing none, she called for a motion.

A motion was made by Kandy Webb, seconded by Rene Ward to approve the Minutes of the December 10, 2016 Meeting. The motion carried with none opposed.

Ms. Chumbler moved to item four on the agenda, Audit Report.

Mr. Jones of Yoakum, Lovell & Co. reviewed the 2016 Audit and Form 990. He asked for questions.

Hearing none, Ms. Chumbler called for a motion to accept the 2016 Audit. A motion was made by Beverly Claunch, seconded by Demetre Walker to accept the 2016 Audit as presented by Mr. Jones. The motion carried with none opposed.

Ms. Chumbler moved to item five on the agenda, Financial Report.

Mr. Bowman stated that he wanted to look at the period from January 1 – February 28 for the actual expenditures. He stated that as of February 28th support is \$487,000 and expenses are at \$462,700 and our support over expenses is \$24, 382. He stated that if you look at Feb 2016 and support we are over by about \$70,000. Expenses are up a little from 2016 and the majority of that is payroll due to the updated salary scale that was implemented in December. He further stated that staff does well at keeping supplies and other expenses down. He moved to the balance sheet and wanted to note a couple of items. He stated that the note payable to First Security is \$206, 276 and one other item is accounts

receivables on the February balance is down to \$390. He stated that is what we received from 2016 accounts receivables of almost \$109,000 so we have almost collected all of that minus the \$390. He stated that overall we are looking very good for the first two months and also into March.

Ms. Chumbler inquired if Mr. Richardson had any updates on the funding.

Mr. Richardson stated that he was going to talk about that in his director's report but would go over it now. He stated that there is not a particular update or concern about being defunded based on history but he would expand on that during his report.

Ms. Chumbler asked for any further questions. Hearing none, she called for a motion.

A motion was made by Helen Jenkins, seconded by Val Price to approve the Financial Report. The motion carried with none opposed.

Ms. Chumbler moved to item six on the agenda, 2017 Financial Eligibility Guidelines.

Mr. Richardson reviewed the 2017 Income and Eligibility Guidelines as set by the Department of Health and Human Services.

Ms. Chumbler asked for any questions regarding the 2017 Financial Eligibility Guidelines, hearing none she called for a motion.

A motion was made by Val Price, seconded by Niki Cung to approve the 2017 Financial Eligibility Guidelines.

Ms. Chumbler moved to item seven on the agenda, 50th Anniversary Celebration.

Mr. Richardson stated that you will see in the board packet the save the date postcard that we have been mailing out and will be mailing out in the coming weeks. He stated that we have tried to compile a list of alumni from Legal Aid of Arkansas, Legal Services of Northeast Arkansas, Ozark Legal Services and East Arkansas Legal Services to mail these cards to. This celebration is going to be part of our statewide conference. He stated that the 50th anniversary reception celebration will be held at the Chancellor Hotel in Fayetteville on the 12th of October. He stated that the statewide judicial conference will be that same week in Springdale and the judges will be joining us for the reception. As far as guests go, John Grisham has declined, Secretary Hillary Clinton's invitation is still pending and 8th Circuit Chief Judge Lavinski Smith has tentatively said he will come. He stated that things are moving forward. He further stated that he will be speaking at the Washington County Bar meeting on the 3rd of April asking for sponsorship and asked the board to be thinking of other potential sponsors. He stated that to put on a decent reception we would need a minimum of \$10,000. He stated that he will go to the Craighead County Bar, Benton County Bar and Access to Justice Commission as well. He asked that if anyone has any suggestions for sponsorships to please let him know.

Ms. Chumbler moved to item eight on the agenda, Legislative Interaction and Promoting Legal Aid, Regulations and Best Practices.

Mr. Richardson stated that the one reason he wanted to bring this up today was because of the President and the budget that was released showing defunding Legal Services. He stated that he thought it would be good to try and educate the board on what is possible and what is not based on our regulations. He stated that primarily we can educate but we cannot lobby which not only applies to Legal Aid staff but board members acting in their capacity as Legal Aid board members. He stated we cannot ask Congress to keep or increase funding and we cannot ask anyone else to speak to Congress on our behalf regarding funding. He stated that we cannot give an opinion if asked about funding but we can educate Congress and others about what we can do for their constituents which is what we try to do on a regular basis. He stated that is the best avenue approach. He further stated that board members in their unofficial capacity can do whatever they want as long as they do not associate themselves with Legal Aid of Arkansas. He stated that we can use non Legal Services Corporation funding to seek state or local funding but cannot use any funding to seek funding from the Legal Services Corporation. Mr. Richardson encouraged the board to read the information in the board packet.

Ms. Chumbler moved to item nine on the agenda, Domestic Violence Workgroup Report.

Ms. Davison gave a report on the Domestic Violence Work Group.

Ms. Chumbler moved to item ten on the agenda, Director's Report.

Mr. Richardson stated that since he wrote the report the budget was presented so we do now know that the Administration's 2018 budget eliminates funding for Legal Service Corporation. He stated you will see in the director's report on page 121 the three reasons that Jim Sandman, President of Legal Service Corporation, thinks that that we will be fine. Mr. Richardson stated that he has heard Mr. Sandman speak on this very passionately and he is correct on each account. He stated that the main thing is we do have strong bi-partisan support in Congress and it has been that way since the early 80's when the Reagan Administration tried to defund Legal Services Corporation and then again in 1995 or 1996 whenever the Gingrich Congress tried to do so. He stated that there is a whole lot of bi-partisan support and part of that comes from where Legal Services Corporation services are most needed, which is the red fly-over states in the middle of the country. He stated that it is because it is rural and there are not a lot of attorneys and many times the legal aid programs are all people have to turn to. The lawmakers in those districts, whenever legal services does a good job serving their constituents, know this. He stated out of all the things listed as possibly for elimination he thinks we would have the strongest case for being an essential program. If you don't have access to justice then the whole republic would fall apart and Legal Services Corporation programs provide that access to justice to those people among us who are the financially most humble. He stated that he believes we will be fine. He further stated that we are still under a continuing resolution until the end of April and he would anticipate in 2017 we may see a retroactive cut of something like 10% and in then in 2018 he would anticipate that we will see across the board cuts of discretionary spending of programs of 10-20%. He stated we may lose what to us would be a substantial amount of money but he certainly does not believe we will be defunded. He stated that we are not planning in that way but he has run scenarios as of January 1, 2018 of what staffing would look like and what funding would look like, and without the Legal Services Corporation funding we would be closer to 1.2 million and our staff would be cut at least in half.

Mr. Richardson stated that in regard to Statewide Developments we have a statewide planning meeting with Don Hollingsworth, Amy Johnson and Jean Carter on the 11th of April where we will talk about

some of these things regarding 3-5 year planning. He stated that after that initial meeting if there is anything significant to report he will come back to the Executive committee and then certainly the full board in June. He further stated that if they were to talk about merging programs the board would have to be fully engaged but right now it is just a preliminary meeting to see how things are going.

Mr. Richardson stated that in regard to Program Developments he learned this week that we will be receiving the outstanding Medical Legal Partnership award from the National Center for Medical Legal Partnerships at a national conference and we are sending all of our Medical Legal Partnership staff from Little Rock to the conference to receive that award. He stated that it is a prestigious award and just one program nationally receives it each year and it is a great honor and reflects the work we are doing at Children's Hospital. He stated that the next board meeting on June 24th will be at Arkansas Children's Hospital so the board can see where we work and hear from the staff about how the project there has been going for the last five years.

Mr. Richardson stated that there will be a management meeting in Little Rock on March 30th to see if there are internal tweaks we need to make at this time. He further stated that there will be Wills clinic in St Francis County around June 1st so if any board members want to participate in that with the Area Agency on Aging we would love to have you.

Mr. Richardson stated that in 2016 we saw a 10.3% increase in the services we provided and over 19,000 people benefited from our help. He stated that we had seen a bit of a downturn over the previous years so that was nice to see an upturn without any real upturn in resources. He stated that he believes this shows that our system is working as efficiently as possible. He stated that we also saw a substantial increase in the amount of money we recovered or avoided for clients as it was over 7.3 million which was nearly an 80% increase over 2015. He stated that we have a program engagement visit with Legal Services Corporation coming up April 17-21st and this is a visit that they rarely make but they make when they haven't been on a full Office of Compliance and Enforcement visit or Office of Program Performance visit for a while which they have not.

Mr. Richardson stated that in regard to fundraising the student bar at the University of Arkansas raised the record amount for us at their annual auction this year in the amount of \$12,500. He stated that is a substantial amount and they have contributed over \$65,000 over the last decade. He further stated that the Pro Bono awards are listed in the packet. He stated that pro bono numbers were down slightly in 2016 for the number of case referrals and part of that was due to the Arkansas Volunteer Lawyers for the Elderly position turning over and having a two month gap. He further stated that despite that, we still closed over 500 pro bono cases in 2016.

He asked for any questions regarding his report.

Ms. Chumbler moved to item eleven on the agenda, Executive Session.

The Board moved into Executive Session.

The Board reconvened following the Executive Session.

Ms. Chumbler moved to item twelve on the agenda, Personnel Committee Report.

Mr. Price stated that in Executive Session the Board discussed the annual evaluation of the Executive Director and are very pleased with the work he is doing and the direction the program is going. He

stated that the board has voted to give Mr. Richardson a 3% pay increase effective the end of April. The motion was made by Lori Chumbler and seconded by Beverly Claunch. The motion carried with none opposed.

Ms. Chumbler asked if there was any Old/New Business to discuss.

Mr. Price reminded of the upcoming meeting dates and inquired if the September meeting would be in person or virtual. Mr. Richardson stated that the next meeting will be June 24th at ACH in LR and we will discuss the September meeting at the June meeting. He further stated that the 4th quarter meeting will be in Northwest Arkansas on December 9, 2017.

Mr. Richardson gave an update on Mr. Blackwell's request regarding space in Batesville and stated that he did follow up with Mr. Morris at NADC and the talks are ongoing.

Hearing no further business, Ms. Chumbler adjourned the meeting at 10:28 a.m.

DATED: _____, 2017

Secretary
Board of Directors
Legal Aid of Arkansas

LEGAL AID OF ARKANSAS, INC (LEGFND)

Detailed Balance Sheet

As of: 5/31/2017

6/9/2017 4:39:26 PM

All Funds

Page 1

Assets

| | | |
|-----------|------------------------------|--------------|
| 10-00-100 | CASH - BANK OF FAYETTEVILLE | 602,255.48 |
| 10-00-101 | CASH-CENTENNIAL BANK-GENERAL | 64,144.26 |
| 10-00-105 | CASH-IN-BANK - B.O.F. LITC | 20.00 |
| 10-00-107 | CASH-IBERIA BANK MM | 224,706.38 |
| 10-00-110 | CLIENTS TRUST BANK ACCTS | 6,286.40 |
| 10-00-150 | LAND | 8,000.00 |
| 10-00-151 | BUILDINGS | 505,799.34 |
| 10-00-155 | FURNITURE & EQUIPMENT | 122,201.89 |
| 10-00-170 | LEASEHOLD IMPROVEMENTS | 71,595.81 |
| 10-00-180 | ACCUMULATED DEPRECIATION | (442,008.26) |

Total Assets

\$1,163,001.30

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Liabilities

| | | |
|-----------|-----------------------------|------------|
| 10-00-204 | CLIENTS TRUST | 6,286.40 |
| 10-00-210 | UNITED WAY W/H | 372.00 |
| 10-00-213 | GROUP INS. W/H & PAYABLE | (1,478.54) |
| 10-00-220 | ACCRUED LEAVE | 71,494.98 |
| 10-00-240 | DEFERRED SUPPORT | 122,229.50 |
| 10-00-245 | NOTE PAYABLE-FIRST SECURITY | 201,791.86 |

Total Liabilities

\$400,696.20

Net Assets

| | | |
|-----------|-----------------------------------|------------|
| 10-00-303 | Net Assets-Property Restricted | 20,882.37 |
| 10-00-304 | NET ASSETS-DONATIONS RESERVE | 100,000.00 |
| 10-00-305 | NET ASSETS-DONATIONS-Unrestricted | 425,363.90 |
| 10-00-306 | Net Assets-Property Unrestricted | 49,805.96 |
| 10-00-320 | NET ASSETS- ARK FILING FEES | 165,598.27 |
| | Excess Revenues Over Expenses | 654.60 |

Total Net Assets

\$762,305.10

Total Liabilities and Net Worth

\$1,163,001.30

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LEGAL AID OF ARKANSAS
 ACTUAL REVENUE & EXPENDITURES
 FOR THE PERIOD JANUARY 1 THRU MAY 31, 2017

| Line# | Revenue: | 2017 Approved Budget | MAY 2017 Actual | Dec 2016 Actual | Dec 2015Actual |
|-----------|---|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 | LSC BASIC GRANT | \$1,480,844.00 | \$611,141.50 | \$1,480,844.00 | \$1,495,419.00 |
| 2 | Ark Adm Justice Funds | \$250,213.86 | \$104,255.75 | \$250,213.80 | \$250,213.80 |
| 3 | IOLTA | \$0.00 | \$0.00 | \$20,000.00 | \$0.00 |
| 4 | Ark Community Foundation | \$0.00 | \$0.00 | \$0.00 | \$2,700.00 |
| 5 | Americorps (Includes CALS Funds and Summer Project) | \$123,497.71 | \$28,840.85 | \$84,810.23 | \$17,554.18 |
| 6 | STOP/VAWA/VOCA | \$118,125.00 | \$40,127.66 | \$83,331.15 | \$67,801.51 |
| 7 | Modest Means | \$0.00 | \$150.00 | \$425.00 | \$50.00 |
| 8 | IRS-LITC | \$60,000.00 | \$12,500.00 | \$60,000.00 | \$58,406.77 |
| 9 | IOLTA-Housing Foreclosure | \$257,500.00 | \$129,689.46 | \$224,382.68 | \$225,000.00 |
| 10 | MLP-EJW&ACH&-2016 | \$100,600.00 | \$22,890.60 | \$103,943.93 | \$81,056.38 |
| 11 | AR CARE | \$0.00 | \$0.00 | \$50,000.00 | \$0.00 |
| 12 | ST VINCENT | \$30,000.00 | \$10,000.00 | \$7,550.00 | \$0.00 |
| 13 | Georgetown University | \$16,666.67 | \$16,666.67 | \$0.00 | \$0.00 |
| 14 | Equal Justice Works | \$25,200.00 | \$6,746.95 | \$30,946.96 | \$48,400.00 |
| 15 | AAA-White River | \$2,500.00 | \$568.75 | \$3,619.50 | \$3,062.50 |
| 16 | AAA-East Arkansas | \$35,000.00 | \$12,650.00 | \$31,625.00 | \$39,025.00 |
| 17 | AAA NWA | \$9,112.00 | \$3,137.50 | \$9,312.00 | \$10,562.50 |
| 18 | UW-Boone Cnty | \$2,000.00 | \$1,000.00 | \$1,500.00 | \$2,000.00 |
| 19 | UW-Bly | \$3,000.00 | \$1,500.00 | \$2,500.00 | \$2,500.00 |
| 20 | UW-NW Ark | \$80,000.00 | \$40,947.98 | \$43,054.26 | \$18,066.96 |
| 21 | UW-NE Ark | \$15,974.00 | \$6,628.75 | \$15,564.48 | \$15,564.48 |
| 22 | UW-Independence Cnty | \$4,000.00 | \$2,000.00 | \$4,000.00 | \$4,000.00 |
| 23 | UW-Mid South | \$4,819.00 | \$2,409.63 | \$4,869.74 | \$4,694.11 |
| 24 | ADHS-DAAS | \$22,178.00 | \$4,606.22 | \$17,383.05 | \$28,119.47 |
| 25 | Donations | \$85,000.00 | \$4,630.90 | \$121,841.44 | \$274,318.40 |
| 26 | Interest income | \$2,500.00 | \$1,628.36 | \$2,994.75 | \$1,887.92 |
| 27 | Attorney fees | \$4,000.00 | \$1,120.05 | \$6,075.97 | \$2,600.00 |
| 28 | Other | \$0.00 | \$0.00 | \$0.00 | \$600.00 |
| 29 | Affordable Care Act (2016-UA.Navig.\$ +ACF \$ | \$0.00 | \$0.00 | \$9,412.72 | \$41,720.29 |
| 30 | SNAP- Rev | \$0.00 | \$0.00 | \$0.00 | \$34,799.00 |
| 31 | Washington County Law Library | \$12,500.00 | \$4,166.68 | \$12,500.04 | \$5,208.35 |
| 32 | RACES-NEA LawDay & NWA Judicata | \$0.00 | \$0.00 | \$7,949.00 | \$9,950.00 |
| 33 | 7 Hills.ServiceVetFamilies | \$0.00 | \$0.00 | \$0.00 | \$6,109.16 |
| 34 | TIG | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| 35 | Revenue (excludes carryOver) | \$2,745,230.24 | \$1,070,004.26 | \$2,690,649.70 | \$2,751,389.78 |

Legal Aid of Arkansas
Check Signer Changes request June 24, 2017

Bank of Fayetteville/Famers Merchant Bank

Add:

- Makenzie Arnold
- Riley Cross
- Kris Ramsfield
- Elizabeth Tong

Remove:

- Heather Hersh
- Heidi Jamison
- Casey Trzcinski Sherman

Centennial Bank

Add:

- Makenzie Arnold
- Riley Cross
- Kris Ramsfield
- Elizabeth Tong

Remove:

- Heather Hersh
- Heidi Jamison
- Casey Trzcinski Sherman

Iberia Bank IOLTA Account

Add:

- Makenzie Arnold
- Riley Cross
- Kris Ramsfield
- Elizabeth Tong

Remove:

- Heather Hersh
- Heidi Jamison
- Casey Trzcinski Sherman

Phillips County Services
Three Year Trend

Cases Opened by Year

| Dates Opened | n/a | 01-09 Consumer | 10-19 Education | 20-29 Employment | 30-39 Family | 40-49 Juvenile | 50-59 Health | 60-69 Housing | 70-79 Income Maintenance | 80-89 Individual Rights | 90-99 Misc | Totals |
|--------------------------|-----|-------------------|--------------------|---------------------|--------------|-------------------|-----------------|------------------|-----------------------------|-------------------------------|------------|------------|
| 6/1/16 to 5/31/17 | 2 | 27 | 3 | 4 | 45 | 8 | 5 | 13 | 9 | 4 | 7 | 127 |
| 6/1/15 to 5/31/16 | 1 | 15 | 0 | 5 | 76 | 15 | 9 | 19 | 25 | 4 | 8 | 177 |
| 6/1/14 to 5/31/15 | 0 | 27 | 6 | 7 | 107 | 26 | 4 | 23 | 31 | 9 | 10 | 250 |

Percent Decrease in cases opened from 2015 to 2017 is -49.2%

Cases Closed by Year and Level of Service

| Close Reason | A - Counsel and Advice | B - Limited Action (Brief Service) | F - Negotiated Settlement w/out Litigation | G - Negotiated Settlement with Litigation | H - Administrati ve Agency Decision | IA - Uncontest ed Court Decision | IB - Contested Court Decision | IC - Appeals | L - Extensive Service (not FGHI) | X - Deselected or Rejected | Total |
|--------------------------|---------------------------------|--|--|---|--|---|--|-----------------|--|----------------------------------|------------|
| 6/1/16 to 5/31/17 | 87 | 10 | 3 | 2 | 2 | 20 | 3 | 1 | 9 | 13 | 150 |
| 6/1/15 to 5/31/16 | 119 | 10 | 2 | 4 | 4 | 15 | 9 | 1 | 10 | 14 | 188 |
| 6/1/14 to 5/31/15 | 99 | 24 | 3 | 2 | 3 | 35 | 17 | 1 | 23 | 40 | 247 |

Percent Decrease in cases closed from 2015 to 2017 is -39.3%

Percent Decrease in extended services cases closed from 2015 to 2017 is -53.6%

Addendum to the Exclusive Right-to-Sell Agreement

Page 2 of 2



Copyright
2017
Arkansas
REALTORS®
Association

This Addendum to the Exclusive Right-to-Sell Agreement, upon its execution by both parties, is herewith made an integral part of the aforementioned Exclusive Right-to-Sell Agreement.

All other terms as provided in the initial Exclusive Right-to-Sell Agreement are incorporated herein by reference and remain exactly as set forth therein, solely except those amended above.

This Addendum to the Exclusive Right-to-Sell Agreement may be executed in multiple counterparts each of which shall be regarded as an original hereof but all of which together shall constitute one in the same.

THIS IS A LEGALLY BINDING ADDENDUM WHEN SIGNED BY THE PARTIES BELOW. READ IT CAREFULLY. YOU MAY EMPLOY AN ATTORNEY TO DRAFT THIS FORM FOR YOU. IF YOU DO NOT UNDERSTAND THE EFFECT OF ANY PART, CONSULT YOUR ATTORNEY BEFORE SIGNING. REAL ESTATE AGENTS CANNOT GIVE YOU LEGAL ADVICE. THE PARTIES SIGNED BELOW WAIVE THEIR RIGHT TO HAVE AN ATTORNEY DRAFT THIS FORM AND HAVE AUTHORIZED THE REAL ESTATE AGENT(S) TO FILL IN THE BLANKS ON THIS FORM.

THIS FORM IS PRODUCED AND COPYRIGHTED BY THE ARKANSAS REALTORS® ASSOCIATION. THE SERIAL NUMBER BELOW IS A UNIQUE NUMBER NOT USED ON ANY OTHER FORM. THE SERIAL NUMBER BELOW SHOULD BE AN ORIGINAL PRINTING, NOT MACHINE COPIED, OTHERWISE THE FORM MAY HAVE BEEN ALTERED. DO NOT SIGN THIS FORM IF IT WAS PREPARED AFTER DECEMBER 31, 2017.

FORM SERIAL NUMBER: 085295-100149-2789899

The above **Addendum to the Exclusive Right-to-Sell Agreement** is executed on
(month) May (day) 30, (year) 2017, at 11:14 (a.m.) (p.m.)

First Delta Realty

Listing Firm

Signature: _____

Printed Name: _____

Jack L. Poff
Principal or Executive Broker

Signature: _____

Printed Name: _____

Jack L. Poff, Jr.
Assigned Agent

Signature: _____

Printed Name: _____

Lee Richardson, Legal Aid
Seller of Arkansas

Signature: _____

Printed Name: _____

Seller

714 South Main

Seller's Address

Jonesboro, AR 72401

City, State Zip

870-972-9224 ext 6305

Seller's Phone

Anthony Jackson construction

43 phillips 345 rd lexar AR 72355

P: 870-714-0477

groundupconst@aol.com

www.groundupconstruction.weebly.com



Bill To

Legal Aid Of Arkansas

402 Pecan

Helena AR 72342

Estimate EST0052

Date 05/26/2017

| DESCRIPTION | QTY | RATE | AMOUNT |
|--|-----|----------|-------------|
| Roof remove all existing shingles from roof place new felt paper place new pipe boots and shingles color of owner choice remove all existing decking needed clean and disposal all debris properly also remove all existing flat roofing and place new roof total square footage is 33 shares and 8 square of flat | 41 | \$255.00 | \$10,455.00 |
| Office 1 remove all existing damage drywall and replace with new also paint color to match | 25 | \$195.00 | \$4,875.00 |
| Ceiling remove all existing damage drywall and insulation replace all drywall and insulation also paint color to match | 15 | \$163.00 | \$2,445.00 |
| Floor clean all floor and place lanolin | 25 | \$85.00 | \$2,125.00 |
| Shower in bath place lanolin in bath also build shower with tile and drywall on walls and ceiling | 16 | \$352.00 | \$5,632.00 |
| Lanolin place where needed | 46 | \$21.00 | \$966.00 |
| Office 2 repair complete room and paint | 125 | \$12.00 | \$1,500.00 |
| Storage repair and paint | 125 | \$23.00 | \$2,875.00 |
| Remove all existing phone | 125 | \$23.00 | \$2,875.00 |
| New counter tops in kitchen | 3 | \$375.00 | \$1,125.00 |
| Remove all existing walls for door apartment in back and door | | \$0.00 | \$0.00 |
| Clean up back of building and pressure wash | 5 | \$250.00 | \$1,250.00 |

Payment instructions

By check

Make checks payable to: Anthony Jackson construction

Total \$36,123.00

Celebrating 50 years of Legal Aid!

*You're
Invited!*

6:30 pm

October 12, 2017

Chancellor Hotel

70 N East Ave

Fayetteville, AR 72701



HILLBILLY

CASINO

Real American Music

Legal Aid of Arkansas
714 S. Main Street
Jonesboro, AR 72401

Join us!

Enjoy an evening filled with entertainment, a silent auction, food and drink, and more! Casual dress is encouraged.

For sponsorship opportunities or other inquiries, please contact:

Elizabeth Tong
(870) 972-9224 ext. 6315
etong@arlegalaid.org

Find more information about our event at
www.arlegalaid.org/50th/celebrate.html

21



Deliver to:

Legal Aid of Arkansas

Proposed Sponsorship Packages



| <i>Sponsorship Levels</i> | <i>Donation Amount</i> | |
|---------------------------|------------------------|--|
| Champion | \$2500+ | <ul style="list-style-type: none"> ➤ Recognition as a presenting sponsor ➤ Opportunity to directly address attendees ➤ Logo prominently placed on event invitations and all event publicity ➤ Full dedicated page in program ➤ Company recognition by the emcee at the event ➤ Acknowledgement on event website and social media |
| Advocate | \$1000+ | <ul style="list-style-type: none"> ➤ Opportunity to directly address attendees ➤ Logo placed on event invitations and event publicity ➤ Shared page in program for advertisements ➤ Company recognition by the emcee at the event ➤ Acknowledgement on event website and social media |
| Defender | \$500+ | <ul style="list-style-type: none"> ➤ Logo placed on event invitations, programs, and all event publicity ➤ Company recognition by the emcee at the event ➤ Acknowledgement on event website and social media |
| Partner | \$250+ | <ul style="list-style-type: none"> ➤ Logo placed on event invitations, programs ➤ Acknowledgement on event website and social media |
| Counselor | \$100+ | <ul style="list-style-type: none"> ➤ Logo and information placed on event program |

Wednesday, October 11, 2017

| | |
|-------------------------|--|
| 11:00 a.m. - 01:00 p.m. | Registration |
| 01:00 p.m. - 01:30 p.m. | Conference Welcome & Program Updates Jean Carter, Executive Director, Center for Arkansas Legal Services Lee Richardson, Executive Director, Legal Aid of Arkansas |
| 01:30 p.m. - 02:30 p.m. | How to Document and Collect Attorney's Fees- Kevin DeLiban, Legal Aid of Arkansas and Cecille Doan, Center for Arkansas Legal Services |
| 02:30 p.m. - 02:45 p.m. | Break |
| 02:45 p.m. - 03:45 p.m. | Disaster Legal Services -Lisa Gavin, Iowa Legal Services |
| 03:45 p.m.- 4:45 p.m. | <i>Human Trafficking-Annie Smith, University of Arkansas School of Law</i> |
| 04:45 p.m. - 05:00 p.m. | Mutual of America-Brett Estep |

Thursday, October 12, 2017

| | |
|-------------------------|---|
| 08:30 a.m. - 10:00 a.m. | Special Needs Trust-Collier Moore, RMP LLP |
| 10:00 a.m. - 10:15 a.m. | Break |
| 10:15 a.m. - 11:45 a.m. | Partners in Equal Justice- Southern Migrant Farmworkers; Northwest Arkansas Workers Justice Center; <u>Indian Legal Services of Oklahoma, Trainer to be Determined</u> ; <u>Arkansas Disability Rights Center, Debbie Poulin</u> ; <u>Arkansas ACLU</u> ; <u>Arkansas Advocates for Children and Families, Laura Kellams</u> ; <u>U of A Law School Immigration Clinic, Christina Pollard</u> |
| 11:45. - 1:00 p.m. | Lunch |
| 1:00 p.m. – 2:00 p.m. | Predatory Collection of Student Loan Debt-William Crowder, Crowder McGaha, LLP |
| 1:00 p.m. – 2:00 p.m. | <i>Domestic Violence Impact on Employment- Cynthia Nance, University of Arkansas School of Law</i> |
| 2:00 p.m. - 3:00 p.m. | Statutory Non-Judicial Foreclosure- Keith Morrison, Wilson and Associates |
| 2:00 p.m. - 3:00 p.m. | Ethics in Social Media- Sarah Sparkman, Springdale City Attorney Office |
| 3:00 p.m. - 03:15 p.m. | Break |
| 3:15 p.m. - 04:15 | Attorney General Consumer Protection Division- Chuck Harder, Deputy Attorney General |

| | |
|------------------------|--|
| p.m. | |
| 3:15 p.m. - 04:15 p.m. | Adoption and Guardianship- Keith Morrison, Wilson and Associates |
| | Sessions End at 4:15 p.m. to set up for Reception |
| 6:30 p.m. | 50TH ANNIVERSARY RECEPTION |

Friday, October 13, 2017 - private bar invited

| | | | |
|---|--|---|---|
| | | | |
| 08:45 a.m. - 9:45 a.m. | Legislative Update- Representatives Bob Ballinger, Greg Leding, David Whitaker | | |
| 9:45 a.m. - 10:45 a.m. | <i>Trauma Informed Care- Annie Smith and mental health provider</i> | | |
| 10:45 a.m. - 11:00 a.m. | Break | | |
| 11:00 a.m. - 12:00 p.m. | <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Fair Housing- Jason Auer, Legal Aid of Arkansas and Quincy Ross, Center for Arkansas Legal Services</td> <td style="width: 50%;">Breaking Poverty Barriers to Equal Justice – Andrea Walker, Legal Aid of Arkansas</td> </tr> </table> | Fair Housing- Jason Auer, Legal Aid of Arkansas and Quincy Ross, Center for Arkansas Legal Services | Breaking Poverty Barriers to Equal Justice – Andrea Walker, Legal Aid of Arkansas |
| Fair Housing- Jason Auer, Legal Aid of Arkansas and Quincy Ross, Center for Arkansas Legal Services | Breaking Poverty Barriers to Equal Justice – Andrea Walker, Legal Aid of Arkansas | | |
| | Conference Concludes at 12:00 p.m. | | |

Fair Housing Project Director's Report

Overview:

Legal Aid of Arkansas has been awarded Bank of America Mortgage Settlement – Special Project funding (“Settlement Funds”) to create and implement a statewide project to enforce the Fair Housing Act, 42 U.S.C. § 3601 et seq.; Ark. Code Ann. § 16-123-201 et seq. Using the Settlement Funds, Legal Aid will create a state-wide Fair Housing Project to initiate and expand systemic investigations of housing discrimination throughout the State of Arkansas, provide Fair Housing education to consumers and housing providers, and seek enforcement of the Fair Housing Act through administrative complaints and litigation. The Program will provide comprehensive Fair Housing enforcement services to all protected classes in all markets, with special emphasis upon education and enforcement service delivery to underserved populations, such as protected rural populations; class members among immigrant populations (especially Hispanic minorities who are non-English speaking, a population comprising 6.7% of the population in Arkansas); persons with disabilities, concentrating upon persons served by the Legal Aid’s Medical Legal Partnership network; domestic violence victims experiencing termination of lease due to violence in the home; and disabled Arkansans who need a reasonable modification and/or accommodation to fully use their homes.

Current State of the Project:

Legal Aid began testing in February 2017. As of June 1, 2017, Legal Aid has conducted over 50 Fair Housing tests in 20 counties. Since beginning the program, Legal Aid has assisted complainants in seeking enforcement in six cases, including through the initiation of multiple administrative complaints with HUD and the Arkansas Fair Housing Commission. Additionally, we have trained approximately 20 Fair Housing testers across Arkansas.

Legal Aid plans to use the special project Settlement Funds to dedicate an attorney position to this project. The goal of the initial grant term is to allow Legal Aid to achieve HUD’s “Fair Housing Organization” status (FHO) by 2018. FHO status will allow Legal Aid to compete for HUD funding to maintain and expand our Fair Housing Project.

Proposed Mission Statement:

Legal Aid plans to enforce the Fair Housing Act in its own names through administrative complaints filed with HUD and the Arkansas Fair Housing Commission. Complaints will be derived from tests conducted by our pool of Fair Housing testers. A strong, comprehensive mission statement is critical to confer standing upon Legal Aid to bring and prosecute administrative complaints. The Executive Director and the Fair Housing Project Director request that the Board of Directors approve the following mission statement for the Fair Housing Project:

The Fair Housing Project of Legal Aid of Arkansas works to eliminate housing discrimination and to ensure equal housing opportunity for all people through education, outreach, public policy initiatives, advocacy and enforcement.

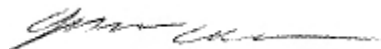
Authorization to Enforce the Fair Housing Act:

As stated above, Legal Aid seeks authority to enforce the Fair Housing Act through initiation of administrative complaints and, if necessary, litigation. These enforcement activities will derive from the Project's testing program and will primarily be used when no traditional complainant exists. Legal Aid will seek injunctive relief to stop housing discrimination and, when appropriate, damages for frustration of mission and diversion of resources.

Legal Aid is developing the Fair Housing Project in close consultation with West Tennessee Legal Services and Legal Aid of North Carolina. Both of these organizations have extensive experience in Fair Housing testing and enforcement. Legal Aid of North Carolina uses a similar enforcement model and has recovered extensive damage awards over the past six years.

The Fair Housing Project Director seeks the Board's authorization to, in consultation with the Executive Director, initiate Fair Housing enforcement actions in the name of Legal Aid of Arkansas.

Respectfully,



Jason Auer
Fair Housing Project Director/Housing Workgroup Leader
June 12, 2017

Legal Aid of Arkansas, Inc.
Bank of America Special Projects Grant Application
April 10, 2017

1. Project Description and Overview:

Legal Aid of Arkansas proposes to use the Bank of America Mortgage Settlement funds (“Settlement Funds”) to further its creation and implementation of a statewide project to enforce the Fair Housing Act, 42 U.S.C. § 3601 *et seq.*; Ark. Code Ann. § 16-123-201 *et seq.* Using the Settlement Funds, Legal Aid will create a state-wide Fair Housing testing program, initiate and expand systemic investigations of housing discrimination throughout the State of Arkansas, provide Fair Housing education to consumers and housing providers, and seek enforcement of the Fair Housing Act through administrative complaints and litigation. The Program will provide comprehensive Fair Housing enforcement services to all protected classes in all markets, with special emphasis upon education and enforcement service delivery to underserved populations, such as protected rural populations; class members among immigrant populations (especially Hispanic minorities who are non-English speaking, a population comprising 6.7% of the population in Arkansas); persons with disabilities, concentrating upon persons served by the Legal Aid’s Medical Legal Partnership network; domestic violence victims experiencing termination of lease due to violence in the home; and returning veterans who need a reasonable modification and/or accommodation to fully use their homes.

Legal Aid began testing in February 2017. As of April 1, 2017, Legal Aid has conducted over 20 Fair Housing tests in 13 counties. Since beginning the program, Legal Aid has sought enforcement in four cases including through the initiation of an administrative complaint with HUD. Legal Aid plans to use the special project Settlement Funds to dedicate a staff attorney position to this project. The goal of this project is to allow Legal Aid to achieve HUD’s “Fair Housing Organization” status (FHO) by 2018. FHO status will allow Legal Aid to compete for HUD funding to maintain and expand our Fair Housing Project.

2. Funding Request:

\$61,095 (See attached budget).

3. Proposed Program Activities:

Legal Aid's Fair Housing Project seeks enforcement of the Fair Housing Act through complaint intake, investigation, testing, and evaluation of test results. Enforcement of meritorious claims is prosecuted through litigation and/or the administrative process and/or referral to HUD, Arkansas Fair Housing Commission, and/or the Department of Justice. Education and outreach is achieved through dissemination of information concerning the Fair Housing laws. Legal Aid will also use its statewide Medical Legal Partnership network to provide a holistic approach addressing the needs of persons with disabilities/medical issues to achieve social, economic, educational and housing goals, such partners being Mid-South Health Systems, Arkansas Children's Hospital, CHI-St. Vincent, Lee County Community Clinic, Mid-Delta CHC, and the Veterans Health Care System of the Ozarks.

4. Project Staff:

Lee Richardson, Executive Director
Jason Auer, Housing Program Manager
Greneda Johnson, Testing Coordinator
Fair Housing Staff Attorney (position to be created with Settlement Funds)

5. Project Goals and Anticipated Outcomes:

- a) The Project will conduct investigations resulting in meritorious claims and provide assistance to victims of discriminatory housing practices. From a minimum of 200 intakes received, such intakes constituting all housing contacts/queries received, at least 50 individual allegations of discriminatory conduct/potential complaints/systemic complaints, to include advertising, access/design and construction, and denial of reasonable accommodation and/or modification, providing persons alleging discrimination with all available options, including representation in the administrative and/or judicial process through pro bono panels and/or available staff.
- b) The Project will refer at least 25 meritorious claims and/or information sufficient to generate the filing of Secretary-initiated complaints resulting from complaint and/or systemic investigations to HUD,

the Arkansas Fair Housing Commission, and/or to Legal Aid/pro bono attorneys, and will handle at least 15 meritorious claims defined as " . . . enforcement activities that result in lawsuits, judgments, consent decrees, legal settlements, HUD or substantially equivalent agency conciliations, or organization-initiated settlements, with the outcome of monetary awards for compensatory and/or punitive damages to the plaintiffs or complaining parties, or other affirmative relief, including provision of housing, for complaints that are jurisdictional under the Fair Housing Act . . . " and/or information sufficient to generate the filing of Secretary-initiated complaints resulting from complaint and/or systemic investigations to HUD, AFHC, and/or to Legal Aid/pro bono attorneys.

c) The Project will conduct other investigative support to secure information/documentation such as property searches, document review, statistical analysis, witness interviews, sworn statements, and HMDA analysis. Where there is evidence of difference in treatment, the Project will refer the complainant/s to local substantially equivalent agencies, HUD, AFHC, and/or DOJ, local and federal law enforcement agencies with alleged violation of 42 U.S. C. § 3617, and/or Legal Aid attorney, Legal Services Pro Bono Panel, and/or a private attorney.

d) The Project will recruit and train at least 50 additional testers throughout the State, in rental, sales, lending, and/or insurance to include access, and reasonable accommodation and modification.

e) The Project will perform 25 matched tests and 50 single test parts in the rental, sales, lending, and insurance markets, based upon all protected classes, in conformance with Federal guidelines, and to include advertising, access, and reasonable accommodation and reasonable modification, conducting at least 50 site visits or telephonic interviews, for administrative and judicial enforcement of the Fair Housing Act, based upon potential complaints received and agency identified systemic targets. The Project will also conduct testing of systemic housing discrimination in the sales, rental, lending, and insurance markets, to include advertising, accessibility testing, and denial of reasonable accommodation and modification based upon receipt of potential complaints and/or information received from the media, concerned citizens groups, and/or other individuals, alleging widespread discriminatory housing practices.

f) The Project will develop, modify and/or revise as necessary, a methodology to examine patterns of difference in treatment in the rental market directed toward the Marshallese population located in Northwest Arkansas, a population with Limited English Proficiency mainly engaged in the poultry industry. Subsequent to methodology development/refinement, testing will be conducted to determine if discriminatory practices based on National Origin, with a goal of (a) Decreasing and eliminating discriminatory practices within selected areas, (b) Providing an informed public capable of recognizing, reporting for investigation, and avoiding such practices; (c) Changing practices of offenders through enforcement.

g) Through the Medical Legal Partnership Program (MLP) conducted by Legal Aid of Arkansas and six associated medical facilities located throughout Arkansas to include Arkansas Children's Hospital, the Project will develop, modify and/or revise as necessary, a methodology to examine patterns of noncompliance with the requirements for reasonable modification and/or reasonable accommodation under the Fair Housing Act when such modification and/or accommodations are necessary for persons with mental and/or physical disabilities to have the equal opportunity to obtain and retain housing of their choice. The MLP Programs provides a holistic approach to service provision for persons experiencing medical issues and households affected by same, with the goal of sustainable housing, provision of a healthy environment, education, and reentry into the economic market. Subsequent to methodology development/refinement, testing will be conducted to determine if housing providers comply with the requirements of the FHA when reasonable modifications and/or reasonable accommodations are requested, such discriminatory practices based on disability, with a goal of (a) decreasing and eliminating discriminatory practices within selected areas, (b) providing an informed public capable of recognizing, reporting for investigation, and avoiding such practices; (c) changing practices of offenders through enforcement; and (d) stimulating the return of persons to the community then able to economically and socially able to contribute to their chosen community.

- h) The Project will develop, modify and/or revise as necessary, a methodology to examine patterns of steering in the sales market in Little Rock, Arkansas based upon race. Subsequent to methodology development/refinement, testing will be conducted to determine if discriminatory practices based on race.
- i) The Project will: (a) Develop, refine, and revise fair housing materials for the public and for community groups throughout the State as a component of private enforcement, in order to enable them to address fair housing issues; (b) Distribute 5,000 pieces of literature, of which 250 per year will target persons with HIV/AIDS and 1,000 per year will target persons with disabilities, with additional distribution availability in Spanish and, where appropriate, Marshallese; (c) distribute a minimum of 500 pieces of literature to personnel at the Fayetteville VA facility.
- j) The Project will provide education in fair housing law, including: (a) Presentation of a minimum of 3 workshops targeting persons on waiting lists for public housing to include Housing Choice Voucher Program as offered by selected public housing authorities across the State, to reach 40 persons; and (b) presentation of a minimum of 4 workshops regarding fair housing laws and HUD regulations specific to gender identity, sexual orientation and marital status to staff at a minimum associated Public Housing Authorities throughout the state to reach a minimum of 25 persons.
- k) The Project will develop and implement a Fair Housing assistance program for survivors of domestic and sexual violence, capable of duplication, in partnership with domestic violence shelters. The Project will act to assist those who are or may become victims of domestic violence or sexual violence and due to this victimization are in danger of or have lost housing that is safe, decent, and affordable. The Project will provide the following services: (a) A minimum of 3 workshops yearly to a minimum of 20 staff persons at the shelters focusing upon the Fair Housing Act and the Violence Against Women Act, VAWA, and remedies available there under for victims of domestic violence or sexual violence; (b). A minimum of 4 workshops yearly to a minimum of 40 persons who are the victims of domestic violence or sexual violence and who are shelter or transition residents of the shelters focusing upon education in the Fair Housing Act and VAWA and remedies available there under, with the goal of reduction of loss of shelter due to said acts of violence directed toward them and the concomitant action/s of housing

providers often in the wake of such violence; and (c) Assistance in retaining and/or obtaining safe, decent and affordable housing when victims of domestic violence or sexual violence are threatened with becoming or are homeless due to victimization. The Project will also act in conjunction with the unit at Legal Aid that provides assistance to victims of domestic violence by means of selected grants with the U.S. Department of Justice under VAWA.

l) In order to provide a Hispanic community located in Northwestern and Northeastern Arkansas with knowledge of the Fair Housing Act and rights and remedies there under, the Project will present a minimum of 2 workshops in Hispanic communities to reach a minimum of 25 people, providing the opportunity for one-on-one counseling at the workshop/s and additional counseling sessions as individual situations may demand.

m) In order to better assist persons across the State to be informed of their rights under the FHA, the Project will provide a minimum of one training on the Fair Housing Act, the Arkansas Fair Housing Act, and associated laws to staff at Legal Aid and the Center for Arkansas Legal Services at a minimum of 1 hour per training session to a minimum of 32 staff personnel.

6. Plans for Evaluation Program Effectiveness:

At the beginning of the project, a detailed work plan, budget, and timeline will be developed by the Legal Aid Executive Director and Housing Program Manager and published internally to serve as a general guide for the project. This document will include waypoints and check offs for all aspects of the project to assure focus and progression towards goals. This will be discussed and reviewed weekly by the Housing Work Group, and bi-monthly by the Executive Director. During weekly reviews, the Housing Work Group will have opportunities to make adjustments to the project as necessary to maximize effectiveness and assure waypoints and goals are being achieved. The project budget will be reviewed quarterly by the Fiscal Officer and Executive Director, with feedback being given to the Housing Manager for dissemination to all staff involved in the project. The Housing Manager will give a report to the Legal Aid board of directors at a quarterly meeting at least twice during the funding cycle.

Legal Aid's goal of 25 enforcement activities goal is reasonable based on of previous number of intakes and the capacity that Legal Aid will build Settlement Funds. Using the Settlement Funds, Legal Aid intends to add a staff attorney to focus at least 90% of his or her time on this project. The additional staff will allow Legal Aid to process additional individual applicants, which will lead to the discovery of more fair housing issues. To track enforcement activities, Legal Aid uses an industry specific case management system, Legal Server, to collect data on clients and work performed. This web-based system has a robust tool to measure community outreach and education, and powerful reporting mechanisms built in to enable regurgitation of data in various formats for evaluation and presentation. All project activities are documented in the case management system, including details of where a presentation was given, the specific topics, the community partner involved, the number of people attending, Legal Aid staff involved, and detailed timekeeping records. The system also allows for the collection of "good stories" for reporting purposes.

As discussed above, Legal Aid plans to recruit and train 50 testers and conduct at least 125 tests during the funding cycle. These will include systemic investigations related to patients at our Medical/Legal Partnerships, of the Marshallese in Springdale, of a large property management company located throughout the state, and sales tests in Little Rock. Legal Aid will analyze and evaluate data from these tests and seek to accomplish legal interventions when deemed appropriate. Legal Aid has also established a partnership with West Tennessee Legal Services (WTLS) to assist with testing. WTLS has conducted Fair Housing testing for over 10 years, and it has agreed to provide technical support to Legal Aid as needed.

Legal Aid will measure outreach and education activities by recording the number of people reached. This will include the number of community partners, staff and volunteers trained, and the number of people in the target client population trained/provided with legal information regarding Fair Housing and associated issues. We will determine success by interest and attendance, and associated feedback received when all attendees at events will complete a short survey and legal needs assessment at the conclusion of outreach/education events. This will help us understand if the event was effective in

disseminating information and any areas for improvement. Feedback from the surveys will be compiled in a database, and sortable by zip code for GIS mapping and targeting additional associated activities. Success will also be measured by monitoring for an increased number of client intakes at Legal Aid after a presentation is made. For example, we plan to take a snapshot, by geopolitical area, both before and after presentations (six months prior, six months following, for example). We will evaluate data to determine effectiveness and need to modify methods and materials.

7. Plans for Continuation:

Legal Aid of Arkansas plans to use the Settlement Funds to start a testing program aimed at uncovering systemic violations of the Fair Housing Act and other state and federal civil rights laws. The goal of the initial project will be gain the organizational experience necessary to make Legal Aid competitive for long term funding from the United States Department of Housing and Urban Development. To be competitive for a HUD Fair Housing Initiative Project (FHIP) grant, Legal Aid needs to meet HUD's definition of a Fair Housing Enforcement Organization (FHO). To be considered a FHO, Legal Aid needs to engage in regular fair housing testing. 24 CFR 125.103; 125.401.

Once Legal Aid meets the requirements for FHO status, the plan is to apply for a Private Enforcement Grant (FHIP-PEI). This grant typically provides \$325,000 per year (three year cycle) to organizations to handle both testing and enforcement of the Fair Housing Act. If Legal Aid can get the FHIP-PEI grant, we will be able to greatly expand Fair Housing enforcement in Arkansas, which currently has no agency providing regular testing and only sporadic enforcement of identified claims. Legal Aid's goal is to achieve FHO status in time to compete for a FHIP-PEI grant in April 2018.

Lee Richardson
Executive Director
Legal Aid of Arkansas
714 S. Main
Jonesboro, Arkansas 72401
870-972-9224 ext. 6305
lrichardson@arlegalaid.org

ARKANSAS ACCESS TO JUSTICE FOUNDATION
2017-18 PROJECT BUDGET FORM - BANK OF AMERICA SPECIAL PROJECTS
Program Name: Legal Aid of Arkansas-Fair Housing

| | Staff | Special Project Funds | Total Budget (less Special Project Funds) |
|--|-------|-----------------------|---|
|--|-------|-----------------------|---|

| | | | |
|-----------------------|---|----------|----------|
| Professional Staff | | \$42,000 | \$8,500 |
| Support Staff | | \$0 | \$0 |
| Others | 0 | \$0 | \$0 |
| Salary Subtotal | 0 | \$42,000 | \$8,500 |
| Employee Benefits | | 8,400 | \$1,700 |
| Total Personnel Costs | | \$50,400 | \$10,200 |

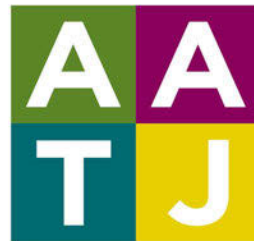
| | | | |
|--------------------------------|--|----------|----------|
| Space/Parking | | \$0 | \$0 |
| Equipment Rental | | \$0 | \$0 |
| Supplies | | \$0 | \$0 |
| Telephone | | \$0 | \$414 |
| Travel | | \$1,095 | \$1,255 |
| Training | | \$3,500 | \$1,000 |
| Library | | \$1,100 | \$46 |
| Insurance | | \$0 | \$0 |
| Dues and Fees | | \$0 | \$250 |
| Audit | | \$0 | \$315 |
| Litigation | | \$0 | \$0 |
| Capital Additions | | \$0 | \$0 |
| Contract Services & Sub-Grants | | \$5,000 | \$0 |
| Other | | \$0 | \$0 |
| Total Non-Personnel Costs | | \$10,695 | \$3,280 |
| TOTAL EXPENSES | | \$61,095 | \$13,480 |

| | |
|----------------|----------|
| Total Expenses | \$74,575 |
|----------------|----------|

Arkansas Access to Justice Commission

Strategic Priorities 2016 - 2019

May 2017 Status Report



ARKANSAS
ACCESS TO
JUSTICE
REPRESENTING HOPE

GOALS

- (1) Increase the financial resources available to support the delivery of civil legal aid and to expand access to the civil justice system for all Arkansans.
- (2) Strengthen support systems for the delivery of civil legal help through pro bono attorneys and resources for self-represented litigants.
- (3) Provide technical expertise and other support to the efforts of the legislature, courts, and other entities to adopt innovations that improve access to justice for all Arkansans.

Strategies highlighted in peach relate to communication activities.

Goal One: Increase the financial resources available to support the delivery of civil legal aid and to expand access to the civil justice system for all Arkansans.

| Outcomes: What do we want to achieve? | Strategies: How can we achieve it? | Persons Responsible: Who Will Do It? | Current Status |
|--|--|---|---|
| <p>The Commission, Foundation, and legal aid are equipped with the staff capacity and tools necessary to support resource development efforts.</p> | <ul style="list-style-type: none"> • Maintain up-to-date contacts for target audience in eTapestry (donor database) and Constant Contact (email marketing program). ONGOING | <p>Erin Jacobson (ATJF) Elizabeth King (LAA)? Lora Crawley (CALs)</p> | <ul style="list-style-type: none"> • Spring update needed in June 2017 |
| | <ul style="list-style-type: none"> • Fix and redesign current AATJ website so that it is compelling, navigable, and easy to donate. SHORT TERM | <p>Amy Johnson Website developer/UX designer</p> | <ul style="list-style-type: none"> • Website UX designer Patrick Houston engaged, project complete |
| | <ul style="list-style-type: none"> • Survey Commissioners and Board members to identify skills, interests, contacts, and other assets so that staff can involve each Commissioner and Board member where needed. SHORT TERM | <p>Amy Johnson</p> | <ul style="list-style-type: none"> • Survey developed and administered in conjunction with joint board retreat |

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| | <ul style="list-style-type: none"> Hire full-time Resource Development Director to implement resource development strategies identified in this plan and in the 2013 plan developed by consultant Dennis Dorgan. LONG TERM | ATJ Foundation | <ul style="list-style-type: none"> No activity to report |
| Commissioners, Foundation Board members, and legal aid Board members have a good understanding of the importance of access to justice and legal aid and use that understanding to advance resource development efforts. | <ul style="list-style-type: none"> Develop and provide annual orientation to new Commissioners and Board members. SHORT TERM | Amy Johnson Governance Committee | <ul style="list-style-type: none"> No activity to report |
| | <ul style="list-style-type: none"> Develop and refine “elevator speech” for Commissioners, Board members, and partners to use when talking to others about access to justice legal aid. SHORT TERM | Amy Johnson Governance Committee Visibility Committee | <ul style="list-style-type: none"> No activity to report |
| | <ul style="list-style-type: none"> Establish legal aid attorney “mentorships” of Commissioners and Board members. SHORT TERM/ONGOING | Amy Johnson Jean Carter Lee Richardson Governance Committee | <ul style="list-style-type: none"> No activity to report |
| | <ul style="list-style-type: none"> Develop a Campaign for Legal Aid “dashboard” and related reports for routine distribution to staff and volunteers involved in fundraising efforts. SHORT TERM/ONGOING | Amy Johnson Erin Jacobson Sarah Purtil | <ul style="list-style-type: none"> Report designed for VOCALS campaign and is automatically generated and delivered to CALS staff weekly. Dashboard template in process. |
| | <ul style="list-style-type: none"> Provide across-the-board joint training opportunities for Commissioners, Board members, and stakeholder board members and staff, including possible joint conference, every 2 years. ONGOING | Governance Committee Amy Johnson ATJ Program Coordinator | <ul style="list-style-type: none"> Joint board retreat held 10/27-10/29 |
| | <ul style="list-style-type: none"> Maintain up-to-date catalogue of governance documents, training materials, and minutes on Board portal. ONGOING | All Commission staff | <ul style="list-style-type: none"> In process |

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| | <ul style="list-style-type: none"> Commissioners and Board members give presentations to local bar associations and civic groups at least once per quarter. ONGOING | Commission staff (to coordinate) Commissioners Foundation Board members | <ul style="list-style-type: none"> No progress to report on board/commissioner involvement. Staff have given 27 presentations to both attorney and lay groups since 11/2016. |
| Individual giving (\$1 to \$499) to the statewide Campaign for Legal Aid will increase through retention of 85% or more of existing donors and acquisition of 200 new or lapsed ones. | <ul style="list-style-type: none"> Distribute, at least quarterly, email newsletters that include a prominent “donate” button; include in e-newsletters other giving opportunities, such as ArkansasGives and Giving Tuesday. ONGOING | Amy Johnson | <ul style="list-style-type: none"> Email newsletters distributed on January 23rd and April 5th. The January newsletter received 48 clicks on the donate button and the April newsletter received 12 clicks on the donate link (and generated one new 6.1 Society member). Separate emails were sent for Giving Tuesday, Year End Campaign, and ArkansasGives. |
| | <ul style="list-style-type: none"> Recruit regional legal community “division leaders” to co-sign solicitation letters by August 15 of each year; send Fall solicitation letters each Fall (by November 15). ONGOING | Amy Johnson Erin Jacobson Resource Development Committee Foundation Board members Division leaders | <ul style="list-style-type: none"> Foundation Resource Development Committee to meet in June to plan. |
| | <ul style="list-style-type: none"> Develop and publish annual report in collaboration with Foundation, CALS, and LAA that recognizes all Campaign for Legal Aid donors. ONGOING | Commission staff Designated LAA & CALS staff | <ul style="list-style-type: none"> 2016 Annual Report under development-deadline 6/30. |
| | <ul style="list-style-type: none"> Promote and expand 6.1 Society monthly giving program through advertising, maintaining up-to-date listing of members | Commission staff | <ul style="list-style-type: none"> Listing of members updated on website as of 5/17/17. |

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| | on website. ONGOING | | |
| | <ul style="list-style-type: none"> Recognize and thank donors with thank-you letters, e-newsletter listings, and Annual Report mailer (3+ contacts per donor per year). ONGOING | Amy Johnson Erin Jacobson | <ul style="list-style-type: none"> Annual report letter sent 8/2016; \$550 in donations received |
| | <ul style="list-style-type: none"> Produce regular AATJ website content updates that engage supporters with the mission of the Commission and Foundation. ONGOING | Commission staff | <ul style="list-style-type: none"> 13 article posts created on website since 11/2016 |
| | <ul style="list-style-type: none"> Maintain robust social media presence that thanks and engages donors and volunteers. ONGOING | Commission staff | <ul style="list-style-type: none"> Facebook and Twitter analytics on engagement (shares, post likes, etc.). <ul style="list-style-type: none"> 1,381 Facebook likes. Up from 1,209 in October 2016. 983 Twitter followers |
| Major individual gifts (\$500 or more) to the Campaign for Legal Aid will increase through retention of existing major donors and the acquisition of 10 new or lapsed ones. | <ul style="list-style-type: none"> Cultivate major gifts by scheduling at least one in-person meeting per month to thank an existing donor or develop a prospect. ONGOING | Commission staff (to schedule) Board members Commission members | <ul style="list-style-type: none"> Meetings scheduled with three Pulaski County firms re VOCALS participation. |
| | <ul style="list-style-type: none"> Recognize and thank donors with personal phone calls from Board/Commission or staff members, thank-you letters, e-newsletter listings, and Annual Report mailer (4+ contacts per donor per year). ONGOING | Amy Johnson Erin Jacobson Board members Commission members | <ul style="list-style-type: none"> No activity to report. |
| Corporate giving to the statewide Campaign for Legal Aid will increase through retention of 85% or more of | <ul style="list-style-type: none"> Develop and pay for targeted advertising in publications likely to be seen by prospective donors, including banks and foundations. SHORT-TERM/ONGOING | Foundation Amy Johnson | <ul style="list-style-type: none"> Ad pricing and specs obtained for <i>Arkansas Lawyer</i> and e-newsletter; graphic designer engaged for content development. |

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| existing corporate donors and acquisition of 10 new or lapsed ones. | <ul style="list-style-type: none"> Develop and advertise sponsorship opportunities for limited scope pro bono events. SHORT-TERM/ONGOING | Commission staff CALs/LAA Pro Bono Coordinators | <ul style="list-style-type: none"> No activity to report. |
| | <ul style="list-style-type: none"> Recognize and thank corporate donors with personal phone calls from Board/Commission or staff members, thank-you letters, e-newsletter listings, and Annual Report mailer (4+ contacts per donor per year). ONGOING | Amy Johnson Erin Jacobson Board members Commission members | <ul style="list-style-type: none"> No activity to report. |
| The Foundation, in partnership with the Commission and legal aid, will establish one or more endowment funds to provide long-term, sustainable sources of funding for legal aid. | <ul style="list-style-type: none"> Develop recommendations for sources of funds for initial creation of endowment (e.g., % of annual giving, interest earned from Bank of America settlement, stand-alone endowment campaign) SHORT TERM | Foundation Resource Development Committee | <ul style="list-style-type: none"> Endowment proposal developed and approved by Foundation board 5/19/2017 (attached). |
| | <ul style="list-style-type: none"> Develop parameters for endowment fund purpose. SHORT TERM | Foundation Resource Development Committee | <ul style="list-style-type: none"> Recommendations developed; to be incorporated into documents establishing endowment fund. |
| | <ul style="list-style-type: none"> Establish endowment fund at Arkansas Community Foundation. INTERMEDIATE TERM | Amy Johnson Foundation Board officers | <ul style="list-style-type: none"> In process; must raise \$100,000 to open and to serve as match (just over \$76,000 has been raised so far). |
| Increase revenues for grants to legal aid and programs of the Commission through IOLTA “orphan funds” rule. | <ul style="list-style-type: none"> Seek adoption of orphan funds rule Develop forms and materials for implementation of IOLTA “orphan funds” rule Publicize new rule provisions through social | Amy Johnson Foundation & Commission Resource Development Committees | <ul style="list-style-type: none"> Forms and materials for reporting and remitting orphan funds available on AATJ website New rule discussed as part of CLE presentations on four occasions since 10/2016. |

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| | media, articles in publications geared toward attorneys, and presentations to attorney associations. ONGOING | | |
| Seek pro hac vice fees as potential source of revenue to support grants to legal aid and programs of the Commission. | <ul style="list-style-type: none"> Work with Office of Professional Programs on proposed Pro Hac Vice rule change (with revenues credited to Arkansas Access to Justice Foundation) SHORT/INTERMEDIATE TERM | Amy Johnson Justice Wynne | <ul style="list-style-type: none"> Pro Hac Vice rule adopted by Arkansas Supreme Court 10/20/2016 with Bar of Arkansas as designated recipient of funds. Suggest clarifying what intended purposes of funds are and then delete this item. |
| Explore unclaimed court registry money as source of revenue for grants to support to legal aid and programs of the Commission. | <ul style="list-style-type: none"> Research current mechanism for handling unclaimed court registry funds, how much there are, where they are, what legal mechanism would be required to provide a process of obtaining the funds, and the feasibility of doing so. INTERMEDIATE TERM | Commission staff | <ul style="list-style-type: none"> No activity to report |
| Increase court settlement revenues to support grants to legal aid and programs of the Commission. | <ul style="list-style-type: none"> Maintain regular contact (at least quarterly) with Arkansas Attorney General's office settlement funds and collaboration opportunities. ONGOING | Amy Johnson | <ul style="list-style-type: none"> Last contact about court settlements was 11/2016. |
| | Make judges and attorneys who handle class action cases aware of the Arkansas Access to Justice Foundation as a potential recipient of cy pres funds through personal contacts and informational materials. INTERMEDIATE | Commission Resource Development Committee | <ul style="list-style-type: none"> Don Hollingsworth and Bill Waddell have had exploratory meetings; Foundation is in the process of establishing Cy Pres Committee chaired by Bill Waddell. |
| Establish support from Arkansas Congressional Delegation for maintaining or increasing Legal Services | <ul style="list-style-type: none"> At least annually, provide Arkansas Bar leadership and NLADA with specifics about legal aid delivery in their congressional districts as part of Law Day activities. ONGOING | Amy Johnson | <ul style="list-style-type: none"> Information provided for 2017 Law Day; Amy Johnson participated in Capitol Hill visits on April 26. |

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| Corporation funding. | <ul style="list-style-type: none"> Establish network of contacts who have connections with state and federal legislators who will assist in reaching out to congressional delegation when bills that affect LSC funding or IOLTA programs are under consideration. INTERMEDIATE | Amy Johnson; Commission Resource Development Committee | <ul style="list-style-type: none"> List of attorney donors to congressional candidates has been developed; need to set meetings with each member's Arkansas constituent services staff. |
| | <ul style="list-style-type: none"> In coordination with congressional delegation, conduct a series of town hall meetings around the state. LONG TERM | Jordan Rogers; Commission Resource Development Committee | <ul style="list-style-type: none"> No activity to report. |
| Seek state legislative funding for legal aid. | <ul style="list-style-type: none"> Draft appropriation bill and seek its inclusion of appropriation in Bar Association legislative package. INTERMEDIATE TERM (bill drafted and provided to Arkansas Bar for inclusion in 2017 legislative package; bill not included) | Amy Johnson | <ul style="list-style-type: none"> Draft bill taken up by ArkBar House of Delegates |
| | <ul style="list-style-type: none"> Participate in national capacity building calls sponsored by the ABA Resource Center for Access to Justice Initiatives. SHORT TERM | Designated Commission Resource Development members | <ul style="list-style-type: none"> Staff and Mark Mayfield have participated in available calls; volunteers from Delivery Systems Committee needed to join calls on self-help services (information attached). |
| | <ul style="list-style-type: none"> Meet with Governor regarding possible support for legislative funding for legal aid. SHORT TERM. | Amy Johnson & Rod Nagel | <ul style="list-style-type: none"> In process of setting up meeting |
| | <ul style="list-style-type: none"> Develop one-pager set of persuasive, factual information about civil legal aid and why it should receive legislative funding. SHORT TERM. | Amy Johnson Commission Resource Development | <ul style="list-style-type: none"> No activity to report. |

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| | <ul style="list-style-type: none"> Identify legislative sponsor and for draft appropriation legislation. SHORT TERM. | Commission Resource Development Committee | <ul style="list-style-type: none"> No activity to report. |
| | <ul style="list-style-type: none"> Support CALS and LAA in making contact with state legislators about how legal aid can be a constituent resource. INTERMEDIATE TERM | Amy Johnson | <ul style="list-style-type: none"> AmeriCorps member provided to Legal Aid of Arkansas to do informational mailer to state legislators in service area. |
| | <ul style="list-style-type: none"> Establish network of contacts who have connections with state legislators who will assist in reaching out to lawmakers when bills that affect funding or operations of CALS, LAA, or the Commission are under consideration. INTERMEDIATE TERM/ONGOING | Amy Johnson Arkansas Bar Association Leadership Commission members Foundation Board members | <ul style="list-style-type: none"> No activity to report. |
| | <ul style="list-style-type: none"> Recognize and publicize lawmakers who preserve, promote, and support access to justice and legal aid. LONG TERM | Commission members | <ul style="list-style-type: none"> No activity to report. |
| | <ul style="list-style-type: none"> Develop data visualization tool to map pertinent data related to legal need and legal service delivery so that legislators have access to district-specific information. INTERMEDIATE TERM. | Amy Johnson Sarah Purtill Technical Expertise Committee Designated staff of CALS & LAA | <ul style="list-style-type: none"> Attended two-day training on Tableau data visualization tools (8/24-8/25) Tableau license acquired Preliminary visualizations prepared (see attached). |
| | <ul style="list-style-type: none"> Participate in local philanthropy roundtable hosted by ARCF. ONGOING | Amy Johnson | <ul style="list-style-type: none"> No activity to report; roundtable has been discontinued? |

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| <p>Programs of the Commission and legal aid will receive grant funding for core activities that are priorities for the philanthropic community.</p> | <ul style="list-style-type: none"> Foundation maintains active membership in SECF and utilizes this to establish contacts among regional grantmakers. ONGOING | Amy Johnson | <ul style="list-style-type: none"> Amy Johnson to co-facilitate regional training on legal and ethical issues for new grantmakers. |
| | <p>Identify community partners for grant opportunities requiring collaboration. ONGOING</p> | Commission staff | <ul style="list-style-type: none"> Have met with Judge Vann Smith, Pulaski County Court, re CourtHelp project; Amy participated in Asset Funders Network roundtable discussion about developing an Arkansas Bank On coalition. |
| | <ul style="list-style-type: none"> Obtain letters of support and commitment for grants for LAA and CALS as needed. ONGOING | Amy Johnson | <ul style="list-style-type: none"> No activity to report. |
| | <ul style="list-style-type: none"> Monitor grant opportunities and disseminate information about grant opportunities to CALS and LAA. LONG-TERM | Resource Development Director | <ul style="list-style-type: none"> Staff monitors the Arkansas Nonprofit Alliance newsletter and other sources for grant opportunities. No recent opportunities identified. |
| | <ul style="list-style-type: none"> Provide grantwriting support to CALS and LAA. LONG-TERM | Resource Development Director | <ul style="list-style-type: none"> Grant applications were written by staff for CALS and LAA for grants funded by Entergy and Mitchell Williams. The Mitchell Williams grant was not received and no decision has been communicated for the Entergy grant. |
| | <ul style="list-style-type: none"> Maintain regular contact with members of the Arkansas Supreme Court through email communications, letters, and face-to-face | Amy Johnson Justice Wynne | <ul style="list-style-type: none"> Reception with members of Arkansas Supreme Court held |

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| | meetings about Commission initiatives related to self-help. ONGOING | | 10/27/2016 |
| Self-help resources created by legal aid have sustainable sources of funding and staff support. | <ul style="list-style-type: none"> Seek creation of court-funded position through Commission or Supreme Court Law Library. LONG-TERM | Amy Johnson Justice Wynne | <ul style="list-style-type: none"> No activity to report. |
| | <ul style="list-style-type: none"> Actively seek opportunities, through SJI grants or otherwise, to encourage adoption of self-help service delivery by the judiciary. LONG-TERM | Amy Johnson Development Director | <ul style="list-style-type: none"> No activity to report. |

Goal Two: Strengthen support systems for the delivery of civil legal help through pro bono attorneys, limited scope representation, and resources for self-represented litigants.

| Outcomes: What do we want to achieve? | Strategies: How can we achieve it? | Persons Responsible: Who Will Do It? | Metrics: What Can We Measure? |
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| Private attorneys understand the prevalence of self-representation and adapt their service delivery models to provide limited scope representation, which in turn results in greater access to justice. | <ul style="list-style-type: none"> Seek adoption of proposed rule changes regarding limited scope representation <ul style="list-style-type: none"> Rules of Professional Conduct 1.2, 4.2, 4.3 Rules of Civil Procedure 11, 64(b), and 87 SHORT-TERM | Amy Johnson; ArkBar Professional Ethics Committee; Supreme Court Committee on Civil Practice | <ul style="list-style-type: none"> Changes to Rules of Civil Procedure are pending; correction request for Rule 1.2 is pending. |
| | <ul style="list-style-type: none"> Create Notices of Limited Scope Representation referenced by proposed rules for attorneys to use. | Amy Johnson | <ul style="list-style-type: none"> Forms created and posted on website |
| | <ul style="list-style-type: none"> Complete limited scope representation attorney toolkit and conduct accompanying training. SHORT-TERM/ONGOING | Jordan Rogers | <ul style="list-style-type: none"> Toolkit is currently being reviewed and edited by the Self-Represented Litigant Task Force's Limited Scope |

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| | | | Representation Committee. |
| | <ul style="list-style-type: none"> Disseminate information to the bar about likely market opportunities presented by latent legal market and limited scope representation as an avenue for addressing justice gap while producing paying business for underemployed lawyers. SHORT-TERM/ONGOING | Jordan Rogers Amy Johnson | <ul style="list-style-type: none"> 5 presentations given to attorney groups on limited scope representation since 10/2016. This topic was also included in 2 presentations to law students. |
| | <ul style="list-style-type: none"> Establish “panel” of attorneys who handle cases on a limited scope basis and disseminate directory of those attorneys (perhaps through ArkBar Find-a-Lawyer?). INTERMEDIATE | Jordan Rogers | <ul style="list-style-type: none"> SRL Task Force’s LSR Committee has asked one of its members to bring up the potential use of Find-a-Lawyer with the Bar President. |
| | <ul style="list-style-type: none"> Establish a mechanism (through automated documents and referrals to directory) for connecting people in need of limited scope services with attorneys who provide such services. INTERMEDIATE | Program Coordinator; Designated legal aid staff who are responsible for website and automated documents | <ul style="list-style-type: none"> No activity to report |
| | <ul style="list-style-type: none"> Identify and implement mechanism for tracking the number of Notices of LSR filed with courts. INTERMEDIATE/LONG-TERM | Amy Johnson; Program Coordinator; Office of Justice Statistics | <ul style="list-style-type: none"> No activity to report |
| Judges are supportive of Arkansas-specific self-help resources and limited scope representation in their courts. | <ul style="list-style-type: none"> Seek adoption of proposed changes to Rule 2.2 of the Arkansas Judicial Code of Conduct and a statewide policy regarding information and assistance to self-represented litigants by court staff, librarians, and other non-attorneys with court information expertise. INTERMEDIATE | Amy Johnson; Program Coordinator; Commission SRL Task Force | <ul style="list-style-type: none"> Changes to Rule 2.2 adopted on 12/15/16. Plans underway for joint work with UPL Committee on statewide policy. |
| | <ul style="list-style-type: none"> Develop, in partnership with Judicial Council and District Judges Association, a judicial | Amy Johnson; Program | <ul style="list-style-type: none"> The SRL Task Force’s Policies and Training |

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| | <p>training curriculum and benchbook on strategies for handling self-represented litigants in the courtroom consistent with ethical obligations, judicial economy, and due process rights of litigants. INTERMEDIATE</p> | <p>Coordinator; Commission SRL Task Force</p> | <p>Committee is currently reviewing and editing model training materials.</p> |
| | <ul style="list-style-type: none"> In conjunction with the Judicial Branch Education Division of the AOC and Education Committee of the Judicial Council, recruit judges in judicial districts where court-based limited scope assistance is provided to self-help patrons to speak to their peers about how such assistance can improve the administration of justice. INTERMEDIATE | <p>Amy Johnson; Jordan Rogers; Commission SRL Task Force</p> | <ul style="list-style-type: none"> On agenda for 6/2017 Judicial Business Council meeting to discuss |
| | <ul style="list-style-type: none"> Develop mechanism for ongoing collection and compilation of Pulaski County CourtHelp pilot, including yet-to-be-done survey of judge and staff attitudes, to determine feasibility and desirability of expanding the model to other parts of the state, including rural areas. SHORT-TERM | <p>Program Coordinator; Delivery Systems Committee; Sarah Purtill</p> | <ul style="list-style-type: none"> Final data compilation completed for pilot (attached); program currently on hold. |
| | <ul style="list-style-type: none"> Report to and seek input from the Judicial Council and District Judges Association on Commission activities related to self-represented litigants and limited scope representation. INTERMEDIATE | <p>Amy Johnson; Program Coordinator; Commission member judges (Judges Harper, Smith, and French)</p> | <ul style="list-style-type: none"> On agenda for 6/2017 Judicial Business Council meeting to discuss |
| <p>Circuit clerks and other court staff are supportive of self-help resources and are equipped to provide appropriate legal information to self-represented litigants.</p> | <ul style="list-style-type: none"> In consultation with judges and court staff associations, develop statewide guidance for adoption by the Arkansas Supreme Court regarding resources and information that court staff may permissibly provide to self-represented litigants without | <p>Amy Johnson; Program Coordinator; SRL Task Force</p> | <ul style="list-style-type: none"> The SRL Task Force's Policies and Training Committee and is currently editing a proposed administrative order on this topic. Bill Waddell, the ATJ |

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| | <p>compromising the court's neutrality or engaging in the unauthorized practice of law. INTERMEDIATE</p> | | <p>Foundation Chairman, is a member of the UPL Committee and is facilitating discussions with that Committee about joint work to finalize the policy.</p> |
| | <ul style="list-style-type: none"> Develop and distribute a training curriculum and list of resources (including lists of modest means and/or limited scope attorneys; fact sheets; automated documents; etc.) for court staff to use and provide to self-represented litigants. INTERMEDIATE | <p>Amy Johnson; Jordan Rogers; SRL Task Force</p> | <ul style="list-style-type: none"> Training materials developed for 2/2017 training session for district court clerks (attached) |
| | <ul style="list-style-type: none"> Provide periodic training to court staff (through the Arkansas Association of Counties, Trial Court Assistants Association, and others) on statewide guidance. ONGOING | <p>Jordan Rogers; SRL Task Force</p> | <ul style="list-style-type: none"> Discussed possibility of providing training to TCAs in May 2017 with Polly Leimberg |
| <p>The concept of assisted self-help will be supported and promoted by the leadership of the bar as a means of attaining meaningful access to justice.</p> | <ul style="list-style-type: none"> Provide regular reports to the House of Delegates and Board of Governors on activities of the Commission and Foundation. ONGOING | <p>Amy Johnson</p> | <ul style="list-style-type: none"> Written report given to Board of Governors 8/2016; verbal report 12/2016; on agenda for House of Delegates Meeting 6/2017 |
| | <ul style="list-style-type: none"> Offer CLE and other training opportunities to state and local bar associations, Arkansas Trial Lawyers Association, and other attorney organizations. ONGOING | <p>Amy Johnson; Jordan Rogers</p> | <ul style="list-style-type: none"> Staff have given 9 CLE presentations since 11/2016. Staff have also presented to law students twice since 11/2016. |
| | <ul style="list-style-type: none"> Assist Arkansas Bar Association Futures Commission in developing recommendations that address legal market challenges that impact access to justice. INTERMEDIATE | <p>Amy Johnson; Jordan Rogers; Delivery Systems Committee</p> | <ul style="list-style-type: none"> No activity to report |

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| <p>The concept of assisted self-help will be supported and promoted by the leadership of the judicial branch as a means of attaining meaningful access to justice.</p> | <ul style="list-style-type: none"> • Commission Chair meets at least annually with members of the Arkansas Supreme Court. SHORT-TERM/ONGOING | <p>Justice Wynne; Rod Nagel; Amy Johnson</p> | <ul style="list-style-type: none"> • Scheduling of meetings in process. |
| | <ul style="list-style-type: none"> • Commission provides regular (at least quarterly) updates on Commission activities to the Court. ONGOING | <p>Amy Johnson; Justice Wynne</p> | <ul style="list-style-type: none"> • No activity to report. |
| | <ul style="list-style-type: none"> • Invite Supreme Court liaison and other justices to attend Equal Justice Conference Chairs Meeting (annually). ONGOING | <p>Amy Johnson</p> | <ul style="list-style-type: none"> • Invitations extended to two members of the Court; neither were able to attend in 2017 |
| <p>Attorneys will be more aware of pro bono opportunities and will have favorable attitudes toward pro bono service.</p> | <ul style="list-style-type: none"> • Coordinate with legal aid pro bono panels on recruitment and recognition efforts for pro bono attorneys. ONGOING | <p>Jordan Rogers; Amy Johnson</p> | <ul style="list-style-type: none"> • Recruitment and recognition conducted during Pro Bono Week (10/23-10/29); 17 proclamations or citations received from mayors, governor, etc.; press coverage in Arkansas Online |
| | <p>Coordinate with CALS and LAA in conducting and promoting pro bono “saturation event” opportunities. ONGOING</p> | <p>Commission staff; Designated CALS and LAA staff</p> | <ul style="list-style-type: none"> • “Super Saturday” events held in coordination with Friday Firm and legal aid providers on Feb. 11th (Helena) and Feb. 25th (Eudora). • Expungement Clinic held with Ark Bar YLS & LAA on 3/16/17. • Expungement Clinic held in Brinkley on 5/11/17 in coordination with LAA. |

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| | <ul style="list-style-type: none"> Roll out Arkansas version of TN Online Justice program which is being made available for free through ABA. SHORT-TERM | Jordan Rogers | <ul style="list-style-type: none"> Site is active. 20 attorney volunteers have signed up. 88 questions have been asked since last Commission meeting, but only 44% have been answered by a volunteer attorney. AR Free Legal Answers will be featured in the current issue of Ark. Lawyer. This is intended to drive up attorney participation and the answer rate for questions. |
| | <ul style="list-style-type: none"> Support CALS and LAA in streamlining pro bono attorney sign-ups and case assignments. INTERMEDIATE | Commission staff; Designated CALS and LAA staff | <ul style="list-style-type: none"> No activity to report |
| | <ul style="list-style-type: none"> Promote and support statewide implementation of Modest Means program. INTERMEDIATE | Program Coordinator; Designated CALS and LAA staff | <ul style="list-style-type: none"> Staff have met with and provided resources to Tony Mansell regarding formation of modest means nonprofit. |

Goal Three: Provide technical expertise and other support to the efforts of the legislature, courts, and other entities to adopt innovations that improve access to justice for all Arkansans.

| Outcomes: What do we want to achieve? | Strategies: How can we achieve it? | Persons Responsible: Who Will Do It? | Metrics: What Can We Measure? |
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| Legislature, courts, nonprofits, and other entities are aware of | <ul style="list-style-type: none"> Remain abreast of activities of these agencies that might affect access to civil justice and volunteer | Amy Johnson; Commissioners | <ul style="list-style-type: none"> No activity to report |

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| the Commission and seek input from Commission on issues that impact access to the court system in civil matters (i.e., Commission is a thought leader). | to serve in supporting role (e.g., Parent Counsel re-location, e-filing, court rule changes, administrative agency rules). ONGOING | | |
| | <ul style="list-style-type: none"> Seek and maintain involvement, through Commission representatives, in Supreme Court Unauthorized Practice of Law Committee, governing bodies of the Arkansas Bar Association, and other entities that do work that relates to access to civil justice. ONGOING | Amy Johnson; Jordan Rogers; Technical Expertise Committee | <ul style="list-style-type: none"> Met with representatives of Arkansas Center for Health Improvement about obtaining data on health conditions caused or aggravated by poor housing conditions |
| | <ul style="list-style-type: none"> Seek and maintain involvement in community coalitions whose work can be informed by information regarding civil legal problems and the impact of these problems on other challenges that Arkansans face (e.g., Natural Wonders Council, Citizens First Congress). ONGOING | Amy Johnson; Program Coordinator; Technical Expertise Committee | <ul style="list-style-type: none"> Have attended monthly meetings of Natural Wonders; funding has been secured for statewide MLP network |
| | <ul style="list-style-type: none"> Obtain Arkansas Press Association directory; maintain up-to-date media contacts list for shared use with CALS and LAA for press releases and media pitches. SHORT-TERM/ONGOING | Commission staff | <ul style="list-style-type: none"> APA Directory has been acquired and used multiple times to distribute press releases. |
| | <ul style="list-style-type: none"> In cooperation with CALS and LAA, develop a written statewide communication plan and internal “toolkit” that clearly identifies points of contact and matters within their expertise/authority to speak on for media and other inquiries. | Sarah Purtill | <ul style="list-style-type: none"> Awaiting completion of statewide legal aid website |
| | <ul style="list-style-type: none"> Draft and distribute press releases related to notable activities related to legal aid and access to justice; make media pitches when appropriate. ONGOING | Amy Johnson Jordan Rogers | <ul style="list-style-type: none"> Legal Aid Pro Bono Awards press release was forwarded to multiple press outlets and received coverage in the Daily Record. |
| | <ul style="list-style-type: none"> Develop and seek publication of op ed pieces on the importance of legal aid, pro bono service, and | Amy Johnson Jordan Rogers | <ul style="list-style-type: none"> No activity to report. |

| | | | |
|---|---|-------------------------------|--|
| | access to justice. INTERMEDIATE | | |
| | <ul style="list-style-type: none"> Provide content to leaders of bench and bar to use in presentations and written pieces that touch on matters related to access to justice. ONGOING | Amy Johnson | <ul style="list-style-type: none"> No activity to report |
| | <ul style="list-style-type: none"> Develop a “speakers bureau” of community leaders to give presentations to civic groups on the work of the Commission. LONG TERM | Technical Expertise Committee | <ul style="list-style-type: none"> No activity to report |
| Legislature, Congress, courts, and other entities have access to up-to-date, relevant statistics and other information needed to make evidence-based decisions on matters that relate to legal aid and access to justice. | <ul style="list-style-type: none"> Automate IOLTA and pro bono self-reporting that is currently done via paper form through iMIS Automation Project. SHORT TERM | Amy Johnson | <ul style="list-style-type: none"> User testing in progress |
| | <ul style="list-style-type: none"> Annually compile and report on <ul style="list-style-type: none"> # of legal aid cases closed by county, problem code, and depth of service Legal aid recoveries/avoidances and outcomes # of civil court filings in domestic relations, probate, housing, and consumer cases by county Poverty population by county # of attorneys in private practice by county (attorneys with IOLTA accounts) Rural law practice data and anecdotes # and types of self-reported pro bono activities Legal aid self-help website, fact sheet, and automated resource usage Likely volume of self-represented litigants Make recommendations to appropriate agencies based on data collected <p>ONGOING</p> | Commission staff | <ul style="list-style-type: none"> 2016 compilation in progress |
| | <ul style="list-style-type: none"> Encourage and provide technical assistance to AOC in developing standards for tracking actual | Amy Johnson | <ul style="list-style-type: none"> Basic tracking to begin 6/1/2017 |

| | | | |
|--|---|--|---|
| | numbers of self-represented litigants, including default judgments. INTERMEDIATE | | |
| Arkansas's Justice Index ranking improves. | <ul style="list-style-type: none"> • Make Judiciary aware of Justice Index ranking and methodology, as well as opportunities to improve through court-adopted best practices for access to justice for self-represented litigants. LONG-TERM | Amy Johnson; Justice Wynne | <ul style="list-style-type: none"> • Justice Index page created for ATJ website; no other activity to report |
| | Provide technical assistance to Arkansas Judiciary to implement best practices. LONG-TERM | Commission staff; Technical Expertise Committee | <ul style="list-style-type: none"> • No activity to report |
| Adoption of innovations by other stakeholders that improve access to justice, e.g., incubator program; rural fellowships; etc. | <ul style="list-style-type: none"> • Provide relevant data to stakeholders and offer assistance in developing, implementing, and publicizing such innovations. LONG-TERM | Commission staff; Technical Expertise Committee | <ul style="list-style-type: none"> • No activity to report |

Other Activities (Technical Assistance): Committee met to review and make recommendations relative to ABA-administered survey on pro bono service, which was administered in January 2017. Awaiting results from the ABA.

Proposed Endowment
Arkansas Access to Justice Foundation
May 15, 2017

Rod Nagel's Gift of \$50,000 – use as a match. The amount of the match will be increased to \$100,000 through \$5,000 and above donations from other supporters. Might designate these as Lead Donors.

The \$100,000 will match the next \$400,000 in donations on a 1 to 4 basis.

Initial goal is \$.5 million. Ultimate goal is \$1 million.

With only pre-approved exceptions, NO raising of endowment funds from attorneys and law firms until the Annual Campaign for Legal Aid is well established.

Strategy for raising the \$1 million

1. Ask present and past Foundation board members and Commission members to contribute \$2,500. It is realized that some members will not be able to contribute this amount. But all said members making a contribution of any amount will be Founding Donors (or some similar name).
2. Secure \$2,500 and above donations from 200 attorneys. They will also be Founding Donors. Giving/recognition levels will be fleshed out.
3. Raise the remaining funds from (1) Corporate donations, Foundation grants and gifts from religious institutions, and (2) individual attorneys and law firms after the Annual Campaign for Legal Aid is well established.
4. Foundation board members who are able should assist with identifying donor prospects and solicitations.
5. All donors to the endowment may pledge their contributions, which will be payable within three years.

Why establish the endowment at the Ark Community Foundation:

1. Well respected institution
2. Conservative investments and reasonable fees
3. Enables planned giving to endowment
4. ACF offers a Leadership endowment: \$100,000 minimum starting amount; 1% annual fee and 1% per gift fee; must keep at least a \$50,000 balance for first 3 years; thereafter have access to the entire funds. Thus, this endowment can provide annual income as well as be an emergency fund.
5. Charitable gift annuities established at ACF and which name the AAJF endowment as beneficiary: entire amount can be moved to the endowment upon death of giver.
6. Although it is hoped that the endowment corpus will never be invaded for emergency purposes, some donors will want their gifts to be in a traditional endowment. The Foundation will adopt a policy that the principal of such gifts remain in the endowment.

Other advantages for establishing an endowment:

1. Attractive to estate, tax, etc attorneys and their clients
2. Potentially attractive recipient of cy pres awards



Medical Legal Partnership
May Data Update 2017

| | THIS MONTH | PRIOR MONTH | YEAR TO DATE | CURRENT ACTIVE |
|--|--------------------|--------------------|--------------------|-----------------------|
| Advanced Planning | 3 | 1 | 7 | 1 |
| Consumer Law | 0 | 0 | 1 | 0 |
| Disability Benefits | 10 | 8 | 42 | 13 |
| Education | 36 | 25 | 145 | 25 |
| Employment | 1 | 1 | 7 | 1 |
| SNAP | 11 | 3 | 53 | 3 |
| Guardianships/Adoptions | 12 | 8 | 57 | 11 |
| Divorce/Custody/Domestic Violence/Support | 0 | 1 | 8 | 1 |
| Health Insurance | 2 | 3 | 23 | 4 |
| Housing | 23 | 14 | 88 | 12 |
| Immigration | 0 | 0 | 2 | 0 |
| OTHER | 0 | 0 | 1 | 0 |
| TOTAL REFERRALS: | 98 | 64 | 434 | 71 |
| Active Cases | 49 | 25 | | |
| Legal Advice | 7 | 6 | 87 | |
| Brief Representation | 1 | 2 | 2 | |
| Extended Representation | 1 | 1 | 13 | |
| Rejected No Contact | 12 | 14 | 69 | |
| Rejected Other | 28 | 15 | 128 | |
| Attorneys represented in administrative and court cases | 2 | 1 | 4 | |
| Attorneys negotiated results without litigation | 2 | 2 | 6 | |
| Case Data for each Advocate for 2017 | | | | |
| Kesia | 15 | 10 | 44 | |
| Mary Claire | 29 | 13 | 94 | |
| Legal Aid | 3 | 1 | 15 | |
| Walmart | 4 | 1 | 17 | |
| Other Pro Bono Referrals | 0 | 0 | 5 | |
| Telephone/Walk In Consults | 21 | 20 | 78 | |
| Community Calls | 15 | 10 | 61 | |
| CLIENT NUMBER | BILL AMOUNT | BILL LENGTH | TOTALS | ATTORNEY/NOTES |
| Previous Months (Jan-Apr) | | | \$21,152.00 | |
| | | | | |
| TOTAL savings of opened and closed cases for 2017 | | | \$21,152.00 | |

DIRECTOR'S REPORT

June 13, 2017

National Developments

Prior to the expiration of the continuing resolution in late April, Congress passed another short term CR to avoid a government shutdown, then followed shortly with a fiscal year 2017 Omnibus Spending Bill that includes \$385 million for LSC (the same amount as in FY 2016). The table below shows the breakdown of LSC line item amounts, which has not changed from last year. The bill was signed by President Trump and provides funding for the Federal Government through September and for LSC through December. Legal Aid of Arkansas will receive \$1,469,531 which is \$11,313 less than the amount we have budgeted for the year in the LSC line.

| Budget Category | FY 2016 Appropriation | FY 2017 Omnibus |
|-----------------------------------|--------------------------|----------------------|
| Basic Field Grants | \$352,000,000 | \$352,000,000 |
| Technology Initiative Grants | \$4,000,000 | \$4,000,000 |
| Loan Repayment Assistance Program | \$1,000,000 | \$1,000,000 |
| Management and Grants Oversight | \$19,000,000 | \$19,000,000 |
| Office of Inspector General | \$5,000,000 | \$5,000,000 |
| Pro Bono Innovation Fund | \$4,000,000 | \$4,000,000 |
| Total | \$385,000,000 | \$385,000,000 |

[LSC has asked Congress for \\$527.8 million for Fiscal Year 2018.](#) The administration's FY 2018 budget released on May 23rd called for the elimination of LSC, providing only \$33 million in unspecified funding for LSC, intended for wind down of activities.

The President's request stated that the budget seeks to end the one-size-fits-all model of providing legal services through a single Federal grant program, LSC. The justification cited said the proposed elimination will encourage nonprofit organizations, businesses, law firms, and religious institutions to develop new models for providing legal aid, such as pro bono work, law school clinics, and innovative technologies. The proposal also puts more control in the hands of State and local governments which better understand the needs of their communities. Further, the LSC is not subject to the same accountability measures as other agencies, such as the Ant deficiency Act and certain public reporting requirements. The LSC's indefinite appropriation authorization expired in 1980.

The budget request of the Executive Branch and LSC are the first step in what will likely be a contentious process in Congress. The process moves to a consideration over the overall spending caps in the House and Senate that will be provided to appropriators in each of the 12 appropriations committees that determine discretionary spending. These caps are critical to the legal aid fight, as the Commerce, Justice, Science and Related Agencies subcommittees in both the House and Senate, which have jurisdiction over LSC, will have to come in with a FY 2018 overall spending plan that meets those allocations.

Support for LSC has been extraordinary. Efforts have included a letter from 32 state attorneys general to appropriations leaders in support of LSC, a letter from the managing partners of 170 major law firms, a similar letter from 197 major corporations, and 20,000 signed cards from attorneys all over the country. A delegation from Arkansas went to Washington during ABA days, meeting with lawmakers and their staff and rallying support for LSC.

LSC has broad bi-partisan support. We are in a much stronger position than in the past when funding challenges arose. In an odd way, being targeted for elimination may have been a blessing. It has been galvanizing and rallied support that a mere reduction might not have. Since the country has not functioned without a continuing resolution since 1995, we can expect much the same this year come October 1st. I will provide updates if there are any significant developments between board meetings.

Statewide Developments

Amy Johnson, Executive Director of the Access to Justice Commission and Access to Justice Foundation, will appear at the meeting to update the board on statewide developments. The next Commission meeting is scheduled for September 1st in Springdale. Details will be forthcoming. Local board members are welcome and urged to attend.

Mrs. Johnson sends out regular Access to Justice Updates. An example from May 1st is attached. If you wish to be added to the distribution list please contact her at adjohnson@arkansasjustice.org.

Program Developments

We have closed 2,279 cases in 2017 as of 5-31-2017. A case statistical report, by county, is attached. Closures for 2017 are up 5.6% over the same time frame last year.

We have new software to track HelpLine call analytics. Total calls in each queue for May and total calls overall for the month with disposition are below. Only about 26% of callers made it through to talk with an attorney/paralegal. While many calls are screened out about because of priority, conflict, and financial eligibility, a large percentage of calls come from the Center for Arkansas Legal Services area, due to a fault in the routing software, and are referred to call the Center’s regular toll free number. This also serves to reduce average talk time because those calls are so short.

| | |
|-------------------|-----|
| Domestic Violence | 247 |
| Housing | 120 |
| Consumer | 88 |
| Economic Justice | 41 |

Average speed of answer-2:29

Average talk time-3:37

Average handle time-6:06

Contact resolution totals-

| | | |
|---------|-----|------|
| Handled | 85% | 1607 |
|---------|-----|------|

| | | |
|-----------|-----|-----|
| Abandoned | 12% | 219 |
|-----------|-----|-----|

| | | |
|-----------|----|----|
| Timed Out | 4% | 72 |
|-----------|----|----|

| | | |
|--------------|--|-------------|
| TOTAL | | 1898 |
|--------------|--|-------------|

Our Low Income Taxpayers Clinic had a banner year in 2016. The clinic worked on 163 cases and recovered/avoided over one million dollars for consumers. We also conducted 106 outreach activities reaching 1,039 consumers. A small part of the annual report we submit to the LITC office, Form 13424-K, is attached for review to give a sample of the volume of successful work completed.

Lewis Creekmore from the Legal Services Corporation completed a program engagement visit to Legal Aid in April. The visit report is attached. It is complementary, although not 100% accurate, as we do have a formal succession plan as well as a deputy director despite the reports assertions to the contrary.

We submitted our Legal Services Corporation grant renewal for 2018 in late May. The renewal application is attached, with attachments and listing of board members deleted to make it a manageable size.

Our partners at Arkansas Children's Hospital have created a video promoting our Medical-Legal partnership, which you can find [here](#).

We conducted two public education meetings (press release attached) regarding the Medicaid ARChoices program in June. The meetings garnered favorable press coverage (Jonesboro Sun article attached) and were well attended. We have also developed four public service educational videos regarding the issue, many of which you will find on the Legal Aid Facebook page. Our case representing seven clients regarding this issue is pending in Pulaski County. A trial date was originally set for July, but DHS appealed the trial judge's decision to grant a temporary restraining order to our clients that prevented the state from re-assessing them and reducing their hours under the algorithm-based system. The trial is delayed until that appeal is resolved.

We renewed the loan on our office located at 1200 Henryetta Street in Springdale with First Security Bank for five years at 5% interest with a new maturity date of May, 2022. Closing costs were \$207.50 with monthly payments going forward being \$2,072 for 59 months with a balloon payment of \$122,578.05 due at maturity, assuming minimum payments. We currently owe \$203,548.03 on the building. The original loan amount in 2012 was \$279,000. Loan documents are not attached but will be provided on request to any interested board member.

We recognized outstanding pro bono volunteers on May 1st, Law Day, with press releases in newspapers around the service area and advertisements purchased in the *Jonesboro Sun* and *Arkansas Democrat-Gazette*, Northwest Arkansas edition. The *Democrat-Gazette* advertisement is attached. Our pro bono team also staffed a booth at the Arkansas Bar Association annual meeting in Hot Springs earlier this month, meeting, greeting, and sharing information with hundreds of attorneys and current/potential volunteers.

With the departure of Ozark Regional Manager Heather Hersh, we are making modifications to our supervision model. Work group leaders will now be directly responsible for legal work supervision within their groups, including staff evaluations and bi-monthly open case reviews. Teresa Franklin will continue as Delta Regional Manager while Elizabeth King has assumed administrative leadership and responsibility in the Ozark Region. We are going to test this to determine if our delivery model has evolved to the point that this modification can be more productive and sustainable.

With some wiggle room in the budget as a result of this shift, we are advertising for a part-time paralegal to support the Consumer group (the other three groups have paralegals). We are also advertising for an attorney in the Housing group, leveraging the new Fair Housing money from the Bank of America settlement. We are also considering a Development/Grants manager, as our current part-time grant writer, Amy Pritchard, will be working full time at the Bowen School of Law in the fall and most likely no longer be available to assist Legal Aid.

Case Examples

Housing

A single mother of four contacted Legal Aid because the local housing authority was using a small claims judgment for property damage as the basis to terminate her housing choice voucher. The termination would

have made it impossible for the family to retain housing. The property damage stemmed from the mother's inability to clean the unit at the end of her tenancy due to complications with her pregnancy. Legal Aid attended the voucher termination hearing and requested the voucher not be terminated as a reasonable accommodation under the Fair Housing Act. The housing authority granted the request preserving the tenant family's housing.

A 67 year old woman was sued for eviction by her apartment complex because her grandson overstayed a curfew at the complex's basketball court. The woman, who had lived at the complex for 15 years, was very distressed because her age and health made it very difficult for her to find alternate housing. To make matters worse, the eviction threatened the status of her Housing Choice Voucher. Faced with the prospect of homelessness and loss of her federal housing assistance, she contacted Legal Aid. Legal Aid AmeriCorps attorney Brooke Thompson defended the eviction. After a series of motions, the apartment complex offered to settle the case in a way that allowed the client to retain her apartment and protect her housing voucher.

Domestic Violence

The final hearing in this divorce case lasted approximately 9 hour's total. The Police were called to attend the final custody hearing and our client retained full custody of her daughter with her husband receiving no visitation. During court, testimony was taken that her husband had broken her leg in a chair, had pulled her by the hair so hard that her scalp was dislocated from her skull, and would kick her in front of the parties' minor child while telling her that "this is what b**** dogs get." The child was scared to sleep by herself as she worried that he would come through her window and kill her. In addition, our client also retained the .95 acres that was purchased during the marriage.

Our client filed for an Order of Protection after her husband strangled her and punched her in the back of the head, this is the culmination of three years of abuse, including blackened eyes, squeezing her jaw, leaving knots on the back of her head, etc. He also took off with their baby. In the Ex-Parte Order of Protection she was granted custody of the parties' minor children, which included the baby he had taken. When the Ex-Parte was served the child was not at the home and client was unable to get physical custody of the child. We represented the client in the final Order of Protection and maintained custody of her three children for six months. Before the final hearing on the Order of Protection he left the baby unattended in a stranger's apartment and DHS took custody. At the probable cause hearing in the DHS case the child was returned to our client, then DHS voluntarily dismissed the case.

Elder Justice Project

An elderly client who came to Legal Aid after her daughter had threatened to have her thrown out of her house. Unbeknownst to the client, the client had signed a power of attorney and the deed of her house over to the daughter while she was in a rehab facility and receiving strong pain medications. We gave instructions on revoking the POA and filed suit, asking to set aside the deed and for breach of fiduciary duty. The daughter retained counsel. Negotiations resulted in the daughter signing the deed back over to our client. We also prepared her estate planning documents to avoid something like this happening in the future.

Low Income Taxpayers Clinic

A young mother of 3 came to the LITC with an IRS exam notice. We helped her substantiate her entitlement to the dependency deductions and Earned Income Tax Credit. We then applied for the Taxpayer Advocate's help to expedite the return because she was in financial hardship. She receive her \$7,600 refund in less than one month after her applying for our help.

Client came to the LITC with 4 years of EITC disputes. The IRS contended that she didn't earn any income and that her children did not live with her. We prevailed in two years of Tax Court cases, and won an audit reconsideration for one year, in Appeals. We recovered \$13,197 of EITC refunds for the single mother of 3.

Economic Justice

Client is a 7 year-old girl who was placed in a self-contained classroom for students with disabilities due to a rare syndrome that affects the larynx and the nervous system. Last year, Legal Aid helped her secure needed services that had been denied, including speech, occupational, and physical therapy. However, once the school was re-zoned into a new district, special education services for our client were stopped. Legal Aid attorney Mary Claire Hyatt got the services re-started in the new school and obtained compensatory therapy over the summer to make up for the months of services missed. This will maximize our client's opportunities to succeed in her academics and make friends.

Client is an 84 year-old woman with liver cancer, COPD, and arthritis. With the support of Medicaid's home-care services for about 15 hours per week, the client has been able to remain at home instead of going into a nursing home. After re-evaluating her last year, DHS terminated her from the program entirely. Legal Aid attorney Casey Trzcinski won restoration of her services, ensuring she will be able to stay at home a while longer.

Client is a 15 year-old girl with limited intellectual functioning, significant mood disorders, and a suicide attempt. When Social Security reviewed her case, it determined that she was no longer disabled. Legal Aid paralegal Lynda Ware proved that, although our client has followed through with all treatment recommended, she is still disabled. This will assure her continued Medicaid and \$735 per month to help the family.

Consumer

Client purchased a car in Springdale from a dealer that did not own the car. The car had another owner and lien holder. The client took out a loan for the car and the bank wanted the client to pay back the \$13,000 loan. Legal Aid helped the client revoke the contract and get cancellation of the loan. The client made a complaint with the Attorney General and they have sued the dealer in Pulaski Circuit Court.

Client was a young Spanish speaking mom with pregnant mom Medicaid. The hospital was unable to process her claim and sued the client for \$9,000. Legal Aid determined that a glitch in the Medicaid system was kicking out covered claims and got the case dismissed. DHS resolved the glitch by creating a window to file old claims like the client's.

Grants/Contracts/Fundraising

Since the last board meeting, we have seen the following developments not listed elsewhere in this report:

We were awarded \$2,500 from the United Way of Boone County for 2018, a \$500 increase over 2017. The United Way of Northwest Arkansas has awarded us \$150,000 to support their Children Living in Poverty initiative. The money will be used to support a staff attorney and part of two interpreter/ESL outreach positions in the Springdale office for 2018-19. We have funding request pending to the United Way of the Mid-South, Greater Blytheville, North Central Arkansas, and Northeast Arkansas. The Northeast Arkansas request is for a special one-time grant of \$7,787 to conduct pro bono recruitment in an eight county area. We also have continued funding of \$15,974 annually through 2019 from the United Way of Northeast Arkansas to do domestic violence and medical-legal partnership work.

We applied for and received an Arkansas Access to Justice Foundation grant to support our Fair Housing project in the amount of \$61,050 for the period June 1, 2017 to May 30, 2018. More details are provided in conjunction with agenda item #7.

We completed an application with Equal Justice Works AmeriCorps to renew our Elder Justice Fellow, Valerie Morato, in the Harrison for a second year. The grant reimburses us about \$25,000 of a position that costs approximately double that.

We received \$771.91 from the Arkansas Community Foundation as part of the Arkansas Gives campaign on April 6th, from 12 donors. We will try to solicit board support next year and see if we can substantially increase this amount.

We applied to renew our VOCA grant for 2017-18, asking for \$132,192, a substantial increase over the \$78,000 we are currently receiving, but equal to that amount plus the amount of a one-time special VOCA grant we received for 2017-18 that is currently funding a staff attorney in the Springdale office. We use this funding to represent victims of domestic violence at Order of Protection hearings.

We have received donations, designations or pledges as follows to support our 50th Anniversary celebration on October 12th in Fayetteville:

- Craighead County Bar Association \$750
- Washington County Bar Association \$1,000
- Niki Cung \$250
- Lee Richardson \$750
- Legal Aid (Staff Per Diem) \$800
- Center for Arkansas Legal Services Union \$500

Staff Changes

Jamie Raleigh left her paralegal position at Arkansas Children’s Hospital where she worked for the past 17 months. Her family has relocated to the St. Louis area. She has been replaced by **Jessica Prasifka**, who comes to Legal Aid from her previous job as a medical records coordinator.

Heidi Jamison, pro bono coordinator for the Equal Access to Justice Panel since 2009, left Legal Aid on June 22nd. She and her husband relocated to Nashville, Tennessee, and she had been working reduced hours remotely. **Elizabeth Tong**, who was hired earlier in the year as a part-time communications specialist, has been made full time and will take over the pro bono coordinator responsibilities in addition to her other duties. She is also now in charge of our Modest Means Panel, as **Stefanie Blahut** left that part-time job in May to concentrate on studying for the bar exam, which she will be taking in Alaska.

Casey Trzcinski, a staff attorney in our Springdale office and economic justice work group, has given notice that she will be leaving around the end of June to move to Denver, Colorado where her husband is relocating for work. She will continue to work remotely for possibly as long as three months and we will work to fill her position, advertising internally first, then externally if we find no qualified candidates.

Heather Hersh, Ozark Regional Manager in our Springdale office, left Legal Aid at the end of April to enter private practice. Because of our supervision model switch as described above under program developments, we have not filled this position and have no immediate intentions of doing so. Elizabeth King has assumed administrative leadership of the region.

Sheronda Burton, part-time legal assistant in our Helena-West Helena office for the past three years, left Legal Aid at the end of the May to take a full time job with the State.

We have four law students working as interns this summer. This is in addition to extern(s) for school credit in the Springdale office.

| LAST NAME | FIRST NAME | Assigned Office/Position | Workgroup | Law School | Program |
|------------|------------|---|-------------------|--------------|---|
| Hager | Kaylyn | Arkansas Children's Hospital | Economic Justice | Bowen | AmeriCorps JD AmeriCorps Minimum Time |
| Marshall | Shakeria | Springdale/Veterans | Consumer | Arkansas | AmeriCorps JD |
| Moroni | Gina | Springdale/Elder Abuse, Domestic Violence | Domestic Violence | Missouri | Rural Summer Legal Corps |
| Schmeidler | Lindsey | Harrison/Domestic Violence | Domestic Violence | Chicago Kent | |

A current office directory and organizational chart is attached.

Non-priority, non-emergency case types- None



Lee Richardson <lrichardson@arlegalaid.org>

Access to Justice Updates

1 message

Amy Johnson <adjohnson@arkansasjustice.org>

Mon, May 1, 2017 at 2:07 PM

Space left blank intentionally.
Email addresses deleted.

Dear Friends,

Happy Law Day! In observance of this day, Legal Aid of Arkansas has announced its pro bono award winners. Check out [this list](#) of folks who have given of their time and talents to ensure justice for Arkansans who would otherwise go without.

Just a few quick updates on some other items of interest:

ABA Day in Washington, D.C. - This past week, I traveled to D.C. with H.T. Moore and Rick Ramsay--both long-time bar leaders at the state and national level--to meet with members of our congressional delegation about the importance of funding for legal aid. We met personally with Rep. French Hill and Sen. John Boozman, and then with staff for Sen. Tom Cotton, Rep. Rick Crawford, Rep. Bruce Westerman, and Rep. Steve Womack. Sen. Boozman has long been supportive of funding for legal aid and expressed a desire to push for incremental increases in funding. Other members were fairly noncommittal, although it was clear that word of the good work Legal Aid of Arkansas has done to build relationships with Arkansas-based constituent services staff for Rep. Crawford had filtered up to D.C. My two biggest takeaways: (1) we need to redouble our efforts to build and maintain relationships with staff for each member of our delegation, with a focus on constituent services staff here in Arkansas; and (2) veterans are a high priority for every member of our delegation, and we should pursue every possible opportunity to highlight work being done in this area--and, if possible, invite key members of our delegation and their staff to any outreach events where veterans are served. **Please give some thought to how you can play a role--particularly, if you have contacts at any of the offices of our members of Congress.**

Budget Agreement Allocates Level Funding for LSC for FY2017 - We've received news this morning of a budget deal reached last night that would allocate \$385 million to LSC for FY2017, an amount that keeps legal aid funding level. This is good, given that there was potential for a significant reduction, which would have had a huge impact as it would have been magnified since only half the fiscal year remains. The President is expected to sign the bill later this week. Our advocacy efforts will need to continue, as the fiscal year ends September 30.

Bill Waddell to Receive 2017 ABA Pro Bono Publico Award - Long-time Commissioner and Foundation Board Chair Bill Waddell will be one of five national recipients of this prestigious award given each year by the American Bar Association's Standing Committee on Pro Bono and Public Service at the ABA's annual meeting in August. Those of you who know Bill know of his deep personal commitment to pro bono service and his involvement in the medical-legal partnership in Clarendon and can appreciate how eminently deserving he is. News of the award has not yet been publicized, but details will be forthcoming. We are excited for Bill to receive this recognition--he is the first Arkansas attorney to be recognized--and for Arkansas to be part of the national spotlight.

Foundation's Preferred IOLTA Banks Program to Roll Out Soon - With the interest rate environment beginning to move in the right direction for the first time since the 2008 financial crisis, our IOLTA program is preparing to roll out a new recognition program for participating banks that go above and beyond the requirement that banks pay comparable interest rates on IOLTA accounts to other similarly situated accounts. Details about the program--which we are optimistic will give our program revenues a healthy boost this year--are attached.

Our office will be closed Wednesday through Friday of this week while Jordan, Erin, and I travel to Pittsburgh for the Equal Justice Conference. We will be joined by our Commission Chair Rod Nagel and former Commission Chair Annabelle Imber Tuck, who will be there Friday and Saturday for the ATJ Commission Chairs Meeting. We look forward to sharing what we learn with you.

That's all for now! Take care, and we'll be in touch soon.

Amy

WE'VE MOVED - PLEASE NOTE NEW ADDRESS BELOW:

Amy Dunn Johnson
Executive Director
Arkansas Access to Justice Commission
Arkansas Access to Justice Foundation

1111 West 6th Street, Suite D

Little Rock, AR 72201

(501) 492-7172 (direct dial)

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AR Preferred Bank Enrollment Form 2017-04.pdf

66K

Legal Aid of Arkansas
Case Statistical Report as of 5-31-2017

| | 20-29 | | Employment | 80-89 | | | | | | | 90-99 | |
|-------------------------|-------------------|--------------------|--------------|-----------------|-------------------|-----------------|------------------|-----------------------------|----------------------|--------------|-------|--|
| | 01-09 Consumer | 10-19 Education | | 30-39 Family | 40-49 Juvenile | 50-59 Health | 60-69 Housing | 70-79 Income Maintenance | Individual Rights | Misc | | |
| Arkansas | 5 | 0 | 1 | 2 | 1 | 0 | 1 | 0 | 1 | 2 | 13 | |
| Baxter | 8 | 1 | 1 | 29 | 5 | 2 | 5 | 2 | 1 | 13 | 67 | |
| Benton | 20 | 2 | 12 | 109 | 17 | 13 | 19 | 9 | 8 | 16 | 225 | |
| Boone | 11 | 1 | 2 | 85 | 3 | 2 | 10 | 2 | 2 | 12 | 130 | |
| Calhoun | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | |
| Carroll | 3 | 0 | 2 | 17 | 0 | 4 | 2 | 2 | 2 | 1 | 33 | |
| Clay | 2 | 0 | 0 | 14 | 3 | 2 | 2 | 1 | 0 | 1 | 25 | |
| Cleburne | 2 | 0 | 0 | 17 | 2 | 0 | 3 | 0 | 0 | 4 | 28 | |
| Conway | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | |
| Craighead | 27 | 0 | 6 | 131 | 17 | 9 | 33 | 4 | 9 | 16 | 252 | |
| Crawford | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | |
| Crittenden | 28 | 0 | 3 | 71 | 9 | 4 | 22 | 13 | 21 | 5 | 176 | |
| Cross | 3 | 0 | 0 | 15 | 0 | 0 | 1 | 0 | 2 | 0 | 21 | |
| Desha | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | |
| Faulkner | 0 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | |
| Fulton | 1 | 0 | 0 | 4 | 0 | 2 | 1 | 1 | 0 | 0 | 9 | |
| Garland | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | |
| Greene | 8 | 0 | 1 | 55 | 4 | 5 | 4 | 3 | 1 | 1 | 82 | |
| Independence | 5 | 0 | 0 | 72 | 4 | 4 | 5 | 1 | 2 | 2 | 95 | |
| Izard | 0 | 0 | 0 | 6 | 0 | 0 | 1 | 0 | 0 | 0 | 7 | |
| Jackson | 5 | 1 | 3 | 36 | 4 | 1 | 5 | 2 | 2 | 2 | 61 | |
| Jefferson | 0 | 3 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 5 | |
| Johnson | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 | |
| Lawrence | 2 | 0 | 0 | 36 | 3 | 1 | 2 | 0 | 3 | 1 | 48 | |
| Lee | 1 | 0 | 0 | 7 | 2 | 2 | 2 | 1 | 0 | 2 | 17 | |
| Lincoln | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | |
| Logan | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 2 | |
| Lonoke | 0 | 3 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 1 | 8 | |
| Madison | 1 | 0 | 0 | 8 | 1 | 2 | 2 | 0 | 1 | 1 | 16 | |
| Marion | 2 | 0 | 2 | 7 | 4 | 1 | 5 | 1 | 0 | 0 | 22 | |
| Miller | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | |
| Mississippi | 7 | 0 | 5 | 53 | 5 | 1 | 8 | 3 | 3 | 0 | 85 | |
| Monroe | 1 | 3 | 3 | 6 | 1 | 0 | 1 | 4 | 1 | 2 | 22 | |
| Newton | 1 | 0 | 1 | 7 | 0 | 0 | 0 | 1 | 0 | 0 | 10 | |
| Not in Arkansas | 1 | 0 | 1 | 18 | 10 | 0 | 3 | 0 | 8 | 2 | 43 | |
| Ouachita | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | |
| Outside of Service Area | 0 | 2 | 0 | 3 | 1 | 0 | 0 | 0 | 5 | 2 | 13 | |
| Phillips | 4 | 1 | 2 | 23 | 3 | 2 | 5 | 3 | 2 | 3 | 48 | |
| Pike | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | |
| Poinsett | 5 | 0 | 2 | 46 | 4 | 1 | 2 | 1 | 2 | 1 | 64 | |
| Pope | 1 | 0 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 5 | |
| Prairie | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | |
| Pulaski | 4 | 36 | 2 | 21 | 7 | 4 | 6 | 12 | 1 | 4 | 97 | |
| Randolph | 1 | 0 | 0 | 21 | 3 | 0 | 1 | 0 | 1 | 0 | 27 | |
| Saint Francis | 6 | 0 | 1 | 29 | 2 | 2 | 3 | 3 | 4 | 2 | 52 | |
| Saline | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 3 | |
| Searcy | 1 | 0 | 0 | 10 | 0 | 0 | 0 | 0 | 2 | 0 | 13 | |
| Sebastian | 0 | 1 | 1 | 2 | 0 | 1 | 0 | 1 | 0 | 0 | 6 | |
| Sevier | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | |
| Sharp | 1 | 1 | 0 | 33 | 2 | 3 | 1 | 0 | 1 | 1 | 43 | |
| Stone | 0 | 0 | 0 | 7 | 1 | 0 | 0 | 1 | 1 | 2 | 12 | |
| Van Buren | 2 | 0 | 0 | 9 | 2 | 1 | 3 | 1 | 0 | 0 | 18 | |
| Washington | 49 | 3 | 30 | 130 | 14 | 17 | 49 | 12 | 22 | 15 | 341 | |
| White | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 4 | |
| Woodruff | 3 | 0 | 0 | 5 | 0 | 1 | 1 | 0 | 0 | 0 | 10 | |
| 222 | 66 | 85 | 1,157 | 137 | 89 | 211 | 87 | 110 | 115 | 2,279 | | |

Form 13424-K

Department of the Treasury - Internal Revenue Service
Low Income Taxpayer Clinic (LITC)
 Case Information Report

OMB Number
1545-1648

Name of clinic Legal Aid of Arkansas, Inc. Grant year 2016

Reporting Period Year-End Report - January 1 through December 31

Case Inventory

| | | |
|---|--|-----|
| 1 | A. Beginning case inventory (the number of cases that were worked in the previous year that remained open as of the first day of the reporting period) | 73 |
| | B. New cases opened during the reporting period | 90 |
| | C. Total number of cases worked during the reporting period (add lines 1A and 1B) | 163 |
| | D. Cases closed during the reporting period | 90 |
| | E. Ending case inventory (the number of cases that remained open as of the last day of the reporting period, subtract line 1D from line 1C) | 73 |

Cases Worked

2 For the cases reported on line 1C, indicate the IRS function or U.S. court where the controversy is being addressed as of the last day of the reporting period. If the case was closed during the period, indicate the IRS function or U.S. court where the case was handled immediately before closing. Each case should be counted only once per reporting period.

Accounts Management

| | |
|-----------------------|----|
| A. Return Processing | 44 |
| B. Penalty Abatement | 1 |
| C. Injured Spouse | 0 |
| D. Backup Withholding | 0 |

Exams

| | |
|---|----|
| E. Correspondence Exam | 12 |
| F. Office or Field Exam | 0 |
| G. Automated Underreporter (AUR) | 2 |
| H. Automated Substitute-for-Return (ASFR) | 0 |
| I. Audit Reconsideration | 5 |

Collection

| | |
|--------------------------------------|----|
| J. Automated Collection System (ACS) | 35 |
| K. Field Collection (RO) | 0 |
| L. Offer-In-Compromise (OIC) | 43 |
| M. Lien Unit | 2 |
| N. Bankruptcy | 0 |

Appeals

| | |
|-------------------------------------|---|
| O. Exam Appeals | 2 |
| P. Collection Due Process (CDP) | 1 |
| Q. Collection Appeals Process (CAP) | 0 |
| R. OIC Appeals | 1 |
| S. Penalty Abatement Appeals | 0 |
| T. Other Appeals | 0 |

Litigation

| | |
|-------------------------|---|
| U. U.S. Tax Court | 8 |
| V. Other Federal Courts | 0 |

Miscellaneous

| | |
|--|---|
| W. Identity Protection Specialized Unit (IPSU) | 6 |
| X. Innocent Spouse Unit | 1 |
| Y. SS-8 Unit | 0 |
| Z. ITIN Unit | 0 |
| AA. Trust Fund Recovery Penalty | 0 |

TOTAL (add items 2A through 2AA) (Must equal value in line 1C) 163

Additional Case Information

For the cases reported on line 1B, indicate the number of cases where:

| | | |
|---|--|---|
| 3 | The amount in controversy exceeds \$50,000 per tax period. (for cases reported on line 3, include an explanation for each in the Program Narrative, Item 2.vii) | 1 |
| 4 | The taxpayer's income exceeds 250% of the federal poverty guidelines | 4 |

For the cases reported on line 1C, indicate the number of cases involving:

| | | |
|---|--|-----|
| 5 | Matters worked in more than one IRS function or U.S. court | 84 |
| 6 | More than one tax year | 101 |

| | | |
|---|--|--------------|
| 7 | Representation of ESL taxpayers | 41 |
| 8 | Joint representation of taxpayers | 36 |
| 9 | Representation by volunteers | 15 |
| 10 | State tax matters | 53 |
| U.S. Tax Court Activities | | |
| 11 | Does the clinic participate in the U.S. Tax Court Clinical Program <input checked="" type="radio"/> Yes <input type="radio"/> No | |
| Place | List the place(s) of trial location served: | |
| No. 1 | Little Rock, Arkansas | |
| 12 | Number of U.S. Tax Court cases worked during the reporting period in which an appearance was entered pursuant to Tax Court Rule 24 | 15 |
| 13 | Number of U.S. Tax Court cases worked during the reporting period in which the clinic represented the taxpayer, but no appearance was entered | 0 |
| 14 | Number of informal consultations in the U.S. Tax Court during the reporting period in which the clinic provided advice to a taxpayer, but not representation | 3 |
| Closed Case Outcomes | | |
| 15 | For the cases reported on line 1D, indicate the: | |
| | A. Number of cases in which the taxpayer was brought into filing compliance | 23 |
| | B. Number of cases in which the taxpayer was brought into collection compliance | 41 |
| | C. Total amount of dollars refunded in cash to taxpayers | \$129,989.00 |
| | D. Total decrease in corrected tax liabilities, penalties, and interest (but not below zero for any taxpayer) | \$972,953.00 |
| Form 13424-K (Rev. 4-2016) Catalog Number 58507M www.irs.gov Department of the Treasury - Internal Revenue Service | | |



May 17, 2017

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Albuquerque, NM

Lee Richardson, Esq.
Executive Director
Legal Aid of Arkansas
714 South Main Street
Jonesboro, Arkansas 72401

Re: Program Engagement Visit
Recipient No. 604020

Dear Mr. Richardson:

Thank you for the cooperation I received from everyone associated with Legal Aid of Arkansas (LAA) during my recent Program Engagement Visit. I was in Arkansas the week of April 17 to 21 and had opportunity to visit with your staff on the 17th, 19th, 20th, and 21st. I visited your offices in West Memphis and Jonesboro, and I visited your medical/legal partnership locations in the Arkansas Children's Hospital in Little Rock and the Mid-Delta Clinic in Clarendon. I also had the opportunity to speak to several board members and staff by phone.

Program Engagement Visits help the LSC Office of Program Performance to learn how grantees have approached Tier 1 recommendations from previous Program Quality Visits (PQV), and/or to gain better understanding of grantee systems and service delivery. LAA last had a PQV in 2012. This letter will refer to some of the recommendations from that Report but will mostly focus on the current status of LAA.

At LSC we have been aware for several years of LAA efforts to restructure service delivery and to incorporate attorneys into the HelpLine. The change to work groups began in response to strategic planning prior to the PQV of 2012. The goal was to identify and pursue more impact work, and to integrate brief services into your HelpLine to give callers answers and advice immediately. These changes have worked very well. Productivity is high and LAA has engaged in more impact work in recent years.

Your staff speak very highly of the efforts. They communicate regularly and substantively through the work groups. They appreciate the input they have to the

direction of service delivery. They comment that the goal of more impact litigation is important, but that certain work – such as domestic violence – is difficult to approach in a systemic way and requires tremendous diligence to individual casework. They have responded to the work group structure with commitment. Your advocates are very responsible and productive. LAA closes well over the national medians for staff and PAI cases annually. Staff believe that management listens to their input, and that they have a stake in the future of the organization.

Litigation director/ Deputy Director: The litigation director left in August 2016, and has not yet been replaced. I understand that you waited to see the LSC appropriations for 2017 before determining if or when to pursue a replacement. Now that the LSC appropriation has been secured LAA will search for a new litigation director. The 2012 PQV Report recommended that LAA consider re-evaluating this position to commit more of its capacity to litigation, training, and support, and less to individual representation. This approach is supported by staff, as indicated in interviews during the PEV. During 2014-15 LAA had a part-time deputy director to whom some of these responsibilities were shifted. However, much of the individual case work remained. This may be the time to rethink the job description for that position.

The 2012 report also recommended that LAA consider hiring a deputy director. That position remains unfilled except for the short period when LAA had a part-time deputy. No deputy and no litigation director create a challenge for the LAA management structure, not only in the demands on the executive director but on regional managers, too. Further, as I understand, LAA does not have a succession plan. LAA should undertake formal succession planning and discuss efficiency in the current management structure. With more responsibility in the hands of managing attorneys and work group leaders, daily management and succession planning may be trickier, but are nonetheless essential.

LAA has accomplished significant strides in impact litigation, particularly in Medicaid. This began before the litigation director left in summer 2016 and has continued since. Some advocates say that they have gotten guidance from private counsel and/or board members. This can work as a temporary substitute for the guidance and direction a litigation director, or even a deputy, can offer. It may not be the long-term solution LAA needs to continue to move forward. You may be able to tie this to discussions of management and succession.

Board of Directors: The LAA board members spoke very enthusiastically about the state of the organization. They agree that LAA: embraces innovation and technology, enjoys support from the Arkansas Bar Association, spreads leadership opportunities among staff, and functions very well administratively. They find the weekly updates you send them very helpful. The Arkansas Access to Justice Commission sees LAA as a partner. Client members of the board appear to be involved and encouraged to contribute.

The board, past and present, overlaps with the Arkansas Access to Justice (AAtJ) Commission and Foundation. The support the LAA board gives to the AAtJ Commission and Foundation shows. There appears to be full cooperation back and forth.

Board members who accept pro bono cases are very complimentary of intake. They say that the files are very well developed. They have to do very little to supplement the substantive facts. This speaks highly of the acumen of your intake staff.

Medical/Legal Partnerships: LAA has compiled a highly commendable track record of successful medical/legal partnerships, seven in total. In March LAA and Walmart received the 2017 Outstanding Medical-Legal Partnership Award from the National Center for Medical-Legal Partnerships. LAA is a national leader in forming and supporting successful collaborations.

Resource development: The AATJ Commission and Foundation have primary responsibility for resource development in Arkansas, except for the area reserved to The Volunteers of Center for Arkansas Legal Services. The LAA board should continue to support the Commission and Foundation efforts.

LAA has been very active in pursuit of non-LSC grant opportunities and efforts to expand services through medical/legal partnerships. Development of these resources has been very effective at expanding services for the client population.

LAA has improved its revenue picture since 2008 by almost 25%, and reduced LSC to less than 50% of its overall budget. This is a very positive development, and hopefully a trend that can continue.

The Delta Region: The Arkansas delta region continues to suffer severe poverty. These counties have poverty rates of 40 to 50%, and have for decades. The remote nature of the area exacerbates its problems. Very few attorneys want to work there. LAA has a regular event to bring law students into these counties each spring: Spring Break on the Road. Economic development would seem essential for the region and a project around which LAA could build partnerships.

Workload/Burnout: LAA advocates work long hours. They are productive and committed, many working 50+ hours weekly. Their dedication is admirable. However, turnover is a constant, and low salaries are a major contributing factor. LAA has created a culture in which advocates can have input and ownership of work projects and leadership opportunities. These contribute to staff retention. However, as you know and acknowledge, low salaries drive turnover.

The improvement in LAA's budget has also come with increased demands for expansion of services. Most funding streams come with new responsibilities for service, rather than opportunity to shore up salaries for existing employees.

Higher salaries should be a goal of strategic planning. The board should commit to the goal, and work with the AATJ Commission to find ways to improve staff salaries.

Conclusion: My visit to LAA was rewarding. This was my first opportunity to speak face to face with you, and to get to know your staff and LAA operations personally. My perceptions

Lee Richardson, Esq.
May 17, 2017
Page 4

from afar have been confirmed. LAA is, overall, an efficient and highly dedicated organization trying to deliver substantial legal services to the eligible residents of its service area.

Yours,



Lewis G. Creekmore, Esq.
Program Counsel

| | |
|----------------------------|--------------------------------------|
| Legal Services Corporation | Legal Aid of Arkansas, Inc. (604020) |
| AR-6 2017 | Mr. Lee Richardson |
| Submit Renewal Application | Submitted: 05/27/2017 |

Application Information

Organization Name Legal Aid of Arkansas, Inc.
 Category Non-Profit Organization
 Primary Contact Mr. Lee Richardson
 Title Executive Director
 Primary E-mail Address Irichardson@arlegalaid.org
 Primary Address 714 South Main Street
 City Jonesboro
 State Arkansas
 Zip/Postal Code 72401
 Country United States
 Primary Phone 870-972-9224

Additional Addresses

Phone and Fax

| Primary | Type | Number |
|---------|----------|--------------|
| Yes | Business | 870-972-9224 |
| No | Fax | 870-910-5562 |
| No | Mobile | 870-919-1806 |

E-mail Addresses

| Primary | Type | Email Address |
|---------|----------|----------------------------|
| Yes | Business | Irichardson@arlegalaid.org |
| No | Personal | richardson.lee@gmail.com |

| | |
|----------------------------|--------------------------------------|
| Legal Services Corporation | Legal Aid of Arkansas, Inc. (604020) |
| AR-6 2017 | Mr. Lee Richardson |
| Submit Renewal Application | Submitted: 05/27/2017 |

Project and Subgrant Information

| | |
|------------------------|-------------|
| Service Area | AR-6 2017 |
| Estimated Grant Amount | \$1,469,531 |

Subgrant Information

Subgrants of LSC Basic Field Grant Awards

1. During the current grant year (calendar year), is any portion of the LSC Basic Field grant award being allocated to another entity by subgrant? No

How many subgrants in the current year are for PAI activities?

How many subgrants in the current year are for non-PAI activities?

Total number of subgrants of LSC Basic Field grant funds in the current year 0
2. In the upcoming grant year (calendar year 2018), does the applicant plan to allocate any portion of the LSC grant award to another entity as a subgrant? No

How many subgrants in the upcoming year will be for PAI activities?

How many subgrants in the upcoming year will be for non-PAI activities?

Total number of subgrants of LSC Basic Field grant funds expected for the upcoming grant year 0

Subgrants of Non-LSC funds for PAI Activities

3. In the current year (calendar year), does the applicant subgrant any of its non-LSC funds for PAI activities? No

If yes, how many subgrants will be made with non-LSC funds for PAI activities?
4. In the upcoming grant year (calendar year 2018), does the applicant plan to subgrant any of its non-LSC funds for PAI activities? No

If yes, how many subgrants will be made with non-LSC funds for PAI activities?

| | |
|----------------------------|--------------------------------------|
| Legal Services Corporation | Legal Aid of Arkansas, Inc. (604020) |
| AR-6 2017 | Mr. Lee Richardson |
| Submit Renewal Application | Submitted: 05/27/2017 |

Renewal Narrative

Performance Area One: Effectiveness in identifying the most pressing civil legal needs of low-income people in the service area and targeting resources to address those needs (i.e., periodic comprehensive assessment and ongoing consideration of the most pressing legal needs; setting goals and objectives, developing strategies and allocating resources; and evaluation and adjustment).

Have there been any significant changes or unexpected developments to the delivery system as it was described in applicant's most recent competitive grant narrative? If yes, describe in the text box below.

Yes, there have been significant changes or unexpected developments in Performance Area One.

As part of a strategic planning process, the Center for Arkansas Legal Services conducted a Community Needs Assessment Report in 2016. Legal Aid of Arkansas will closely review the findings and recommendations of this Assessment when setting priorities for 2018. We will closely study similarities and variations from the statewide assessment published in 2013 and do a follow up assessment primarily within the Legal Aid of Arkansas service area to supplement the Center's work and the 2013 findings.

In early 2017 Legal Aid implemented a Fair Housing project. This has started with monthly testing in targeted areas and will progress in 2017 with the employment of dedicated Fair Housing staff and the expansion of the project program wide and possibly statewide if resource development efforts result in a HUD Fair Housing grant in 2018.

Performance Area Two: Effectiveness in engaging and serving the low-income population throughout the service area (i.e., dignity and sensitivity; engagement with the low-income population; and access and utilization by the low-income population).

Have there been any significant changes or unexpected developments to the delivery system as it was described in applicant's most recent competitive grant narrative? If yes, describe in the text box below.

Yes, there have been significant changes or unexpected developments in Performance Area Two.

As an alternative intake process, a screener was launched at our Medical-Legal Partnership at Arkansas Children's Hospital in Little Rock in 2016. The screener is the progression of a project originally implemented with a TIG grant from the Legal Services Corporation. This simple screener was rolled out to several clinics, the initial primary roll out being to the Circle of Friends clinic. Staff at the clinics have patients accessing services complete the screener as part of their onboarding process to receive medical services. The screener is designed to identify health harming issues that might be present in the families lives. A positive response on a screener results in a referral to the MLP. We have seen an increase from 254 referrals in 2015 to 1,264 in 2016. This screener is now being used at a new MLP location in Jonesboro with positive results.

In late 2015 Legal Aid moved out of the building we own in Helena, Arkansas into a location with other tenants. We did this primarily for safety reasons, as we were down to one employee in Helena and the owned building is isolated in a residential area. Secondly, the building is in need of significant repairs to remain viable. The building was put on the market with no interest shown after 16 months and one significant price drop. We are now developing a plan to revitalize the building and implement a sustainable staffing model. This office primarily serves the two most impoverished counties in the Legal Aid coverage area and client intakes and access have decreased significantly since we made the move.

Performance Area Three: Effectiveness of legal representation and other program activities intended to benefit the low-income population in its service area (i.e., legal representation; private attorney involvement; other program services to the eligible client population; and other program activities on behalf of the eligible client population).

Have there been any significant changes or unexpected developments to the delivery system as it was described in applicant's most recent competitive grant narrative? If yes, describe in the text box below.

Yes, there have been significant changes or unexpected developments in Performance Area Three.

| | |
|----------------------------|--------------------------------------|
| Legal Services Corporation | Legal Aid of Arkansas, Inc. (604020) |
| AR-6 2017 | Mr. Lee Richardson |
| Submit Renewal Application | Submitted: 05/27/2017 |

Legal Aid has shifted substantive legal work supervision away from Regional Managers to work group leaders. Group leaders are now responsible for overseeing legal work quality and quantity, conducting open case reviews, electronic case reviews, and doing annual evaluations. This frees up Regional Managers to focus on administrative duties and their own case handling responsibilities, and relieves them of direct legal supervision responsibilities in substantive areas where they have minimal experience and expertise.

Performance Area Four: Effectiveness of governance, leadership and administration (i.e., board governance; leadership; overall management and administration; financial administration; human resources administration; internal communication; general resource development and maintenance; and participation in an integrated legal services delivery system).

Have there been any significant changes or unexpected developments to the delivery system as it was described in applicant's most recent competitive grant narrative? If yes, describe in the text box below.

No, there have been no significant changes or unexpected developments in Performance Area Four.

| | |
|----------------------------|--------------------------------------|
| Legal Services Corporation | Legal Aid of Arkansas, Inc. (604020) |
| AR-6 2017 | Mr. Lee Richardson |
| Submit Renewal Application | Submitted: 05/27/2017 |

Projected Expenses (Form D-12)

| | LSC Expenditures | Non-LSC Expenditures | Total |
|--|-----------------------|-----------------------|-----------------------|
| Personnel Expenses | | | |
| Lawyers Wages | \$674,298.00 | \$552,381.00 | \$1,226,679.00 |
| Paralegals Wages | \$121,649.00 | \$99,531.00 | \$221,180.00 |
| Other Staff Wages | \$161,786.00 | \$132,370.00 | \$294,156.00 |
| Employee Benefits | \$207,264.00 | \$133,842.00 | \$341,106.00 |
| Subtotal Personnel Expenses | \$1,164,997.00 | \$918,124.00 | \$2,083,121.00 |
| Non-Personnel Expenses | | | |
| Space - Rent/Lease | \$15,600.00 | \$0.00 | \$15,600.00 |
| Mortgage Payments | \$0.00 | \$24,864.00 | \$24,864.00 |
| Other Space Expense | \$25,046.00 | \$1,318.00 | \$26,364.00 |
| Equipment Rental | \$18,146.00 | \$0.00 | \$18,146.00 |
| Office Supplies | \$55,238.00 | \$18,413.00 | \$73,651.00 |
| Telephone | \$54,249.00 | \$2,855.00 | \$57,104.00 |
| Travel - Board | \$4,500.00 | \$0.00 | \$4,500.00 |
| Travel - Staff/Other | \$31,000.00 | \$31,000.00 | \$62,000.00 |
| Training - Board | \$3,500.00 | \$0.00 | \$3,500.00 |
| Training - Staff/Other | \$15,000.00 | \$15,000.00 | \$30,000.00 |
| Library | \$13,300.00 | \$700.00 | \$14,000.00 |
| Insurance | \$31,350.00 | \$1,650.00 | \$33,000.00 |
| Dues and Fees | \$4,125.00 | \$12,375.00 | \$16,500.00 |
| Audit | \$15,000.00 | \$0.00 | \$15,000.00 |
| Litigation | \$10,000.00 | \$10,000.00 | \$20,000.00 |
| Property Acquisition | \$0.00 | \$15,000.00 | \$15,000.00 |
| Purchase Payments | \$0.00 | \$0.00 | \$0.00 |
| Contract Services to Clients | \$0.00 | \$0.00 | \$0.00 |
| Contracts Services to Applicant | \$0.00 | \$0.00 | \$0.00 |
| Other | \$2,500.00 | \$10,000.00 | \$12,500.00 |
| Subtotal Non-Personnel Expenses | \$298,554.00 | \$143,175.00 | \$441,729.00 |
| Total | \$1,463,551.00 | \$1,061,299.00 | \$2,524,850.00 |

| | |
|----------------------------|--------------------------------------|
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Projected Revenue (Form D-14)

| | Fund Codes | Amount |
|---|------------|----------------|
| (A) LSC Funding Sources | | |
| Basic Field | 10 | \$1,464,140.00 |
| Other Grants, i.e. TIG, Disaster | 20 | \$0.00 |
| Attorney Fee Awards | 22 | \$1,000.00 |
| Publication Income | 23 | \$0.00 |
| Carryover Funds | 24 | \$0.00 |
| Interest/Investment Income | 28 | \$2,200.00 |
| Subtotal (A) LSC Funding Sources | | \$1,467,340.00 |
| (B) Non-LSC Funding Sources | | |
| Title XX of Social Security Act | 30 | \$0.00 |
| Older Americans Act | 32 | \$68,619.00 |
| Violence Against Women Act | 33 | \$77,000.00 |
| Other Federal Grants | 34 | \$143,400.00 |
| HUD Grants | 36 | \$0.00 |
| General State Grants | 40 | \$0.00 |
| Filing and Other Fees | 41 | \$250,214.00 |
| Local Grants | 42 | \$153,249.00 |
| Specific State Grants and Contracts | 43 | \$0.00 |
| United Way Grants | 44 | \$46,726.00 |
| Corporate and Individual Contributions | 45 | \$85,000.00 |
| Private Foundation Grants | 46 | \$0.00 |
| Bar Association Grants | 48 | \$0.00 |
| IOLTA Grants | 50 | \$241,618.00 |
| Attorney Fee Awards | 52 | \$3,000.00 |
| Cy Pres Awards | 53 | \$0.00 |
| Carryover Funds | 54 | \$650,301.00 |
| Publication Income | 55 | \$0.00 |
| Other Funds | 99 | \$20,300.00 |
| Subtotal (B) Non-LSC Funding Sources | | \$1,739,427.00 |

| | |
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(C) Client Service Income

| | | |
|--|----|-----------------------|
| Gross Fees and Receipts from Client Services | 57 | \$0.00 |
| Other Income Earned in For-Profit Activities | 58 | \$0.00 |
| Subtotal (C) Client Service Income | | \$0.00 |
| Total | | \$3,206,767.00 |

| | |
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Policy Board Structure (Form F)

GOVERNING/POLICY BOARD POSITIONS

| | Total | McCollum Attorneys | Other Attorneys | Client Members | Other Members |
|----------------------------|-------|--------------------|-----------------|----------------|---------------|
| Number of Bylaw Positions | 21 | 13 | 1 | 7 | 0 |
| Number of Filled Positions | 21 | 13 | 1 | 7 | 0 |
| Number of Vacancies | 0 | 0 | 0 | 0 | 0 |

GOVERNING/POLICY BOARD VACANCIES

| Number of Positions Vacant | McCollum Attorneys | Other Attorneys | Client Members | Other Members |
|----------------------------|--------------------|-----------------|----------------|---------------|
| Less than 90 Days | 0 | 0 | 0 | 0 |
| 90 Days to 1 year | 0 | 0 | 0 | 0 |
| Greater than 1 year | 0 | 0 | 0 | 0 |

VERIFICATION

| | |
|--|------------|
| The recipient's board consists of at least one-third eligible clients | Yes |
| The recipient's board consists of at least sixty percent attorneys. | Yes |
| The majority (>50%) of the total governing body are McCollum attorneys | Yes |
| Recipient's board meets all requirements to be in compliance with 45 C.F.R. Part 1607 | Yes |

APPLICANTS NOT IN COMPLIANCE

In consideration of applicant's bylaws, identify the number of vacant:

Client board positions to be filled in order to be in compliance

Attorney board positions to be filled in order to be in compliance

McCollum attorney board positions to be filled to be in compliance

Identify the names of the appointing organizations the applicant is in contact with for filling the client and/or attorney board positions

Describe applicant's strategy, including timeline, for coming into compliance with 45 C.F.R. Part 1607.3 .

Board Chair

Name Lori Chumbler
Phone 4792771314
E-mail lori.chumbler@walmartlegal.com

| | |
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Projected Expenditures by Type of Activity (Form G-12)

| SECTION A | | |
|--|--------------------------|-------------------|
| Distribution of Expenditures for Cases, Other Services, and Supporting Activities | Expenditures (\$) | % of Total |
| 1. Cases | \$439065 | 30% |
| 2. Other Services (formerly referred to as Matters) | \$321981 | 22% |
| 3. Supporting Activities | \$702505 | 48% |
| 4. Total | \$1463551 | 100% |

| SECTION B | | |
|---|--------------------------|-------------------|
| Distribution of Expenditures by Case Types | Expenditures (\$) | % of Total |
| 1. Consumer/Finance | \$31461 | 7% |
| 2. Education | \$1504 | % |
| 3. Employment | \$4402 | 1% |
| 4. Family | \$256953 | 59% |
| 5. Juvenile | \$33502 | 8% |
| 6. Health | \$39085 | 9% |
| 7. Housing | \$6121 | 1% |
| 8. Income Maintenance | \$26630 | 6% |
| 9. Individual Rights | \$15677 | 4% |
| 10. Miscellaneous | \$23730 | 5% |
| 11. Total Case Funding | \$439065 | 100% |

| | |
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PAI Current Year Expenses (Form D-13)

| | LSC Expenditures | Non-LSC Expenditures | Total |
|--|---------------------|----------------------|---------------------|
| Personnel Expenses | | | |
| Lawyers Wages | \$25,000.00 | \$44,800.00 | \$69,800.00 |
| Paralegals Wages | \$33,000.00 | \$21,000.00 | \$54,000.00 |
| Other Staff Wages | \$4,000.00 | \$700.00 | \$4,700.00 |
| Employee Benefits | \$11,272.00 | \$12,090.00 | \$23,362.00 |
| Subtotal Personnel Expenses | \$73,272.00 | \$78,590.00 | \$151,862.00 |
| Non-Personnel Expenses | | | |
| Space - Rent/Lease | \$1,050.00 | \$0.00 | \$1,050.00 |
| Mortgage Payments | \$0.00 | \$1,673.00 | \$1,673.00 |
| Other Space Expense | \$1,686.00 | \$89.00 | \$1,775.00 |
| Equipment Rental | \$1,221.00 | \$0.00 | \$1,221.00 |
| Office Supplies | \$5,218.00 | \$1,239.00 | \$6,457.00 |
| Telephone | \$3,651.00 | \$192.00 | \$3,843.00 |
| Travel - Board | \$0.00 | \$0.00 | \$0.00 |
| Travel - Staff/Other | \$3,000.00 | \$3,000.00 | \$6,000.00 |
| Training - Board | \$0.00 | \$0.00 | \$0.00 |
| Training - Staff/Other | \$2,000.00 | \$2,000.00 | \$4,000.00 |
| Library | \$895.00 | \$47.00 | \$942.00 |
| Insurance | \$2,110.00 | \$111.00 | \$2,221.00 |
| Dues and Fees | \$0.00 | \$0.00 | \$0.00 |
| Audit | \$1,010.00 | \$0.00 | \$1,010.00 |
| Litigation | \$1,600.00 | \$673.00 | \$2,273.00 |
| Property Acquisition | \$0.00 | \$1,010.00 | \$1,010.00 |
| Purchase Payments | \$0.00 | \$0.00 | \$0.00 |
| Contract Services to Clients | \$0.00 | \$0.00 | \$0.00 |
| Contracts Services to Applicant | \$0.00 | \$0.00 | \$0.00 |
| Other | \$4,168.00 | \$673.00 | \$4,841.00 |
| Subtotal Non-Personnel Expenses | \$27,609.00 | \$10,707.00 | \$38,316.00 |
| Total | \$100,881.00 | \$89,297.00 | \$190,178.00 |

| | |
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Technology (Form K)

OPERATING SYSTEM Percentage Staff

| | |
|---------------|----|
| Windows 7 | 33 |
| Windows 8 | 6 |
| Windows XP | 0 |
| Linux | 0 |
| Mac OS X | 4 |
| Other | 0 |
| Windows Vista | 0 |
| Windows 10 | 57 |

E-MAIL SOFTWARE Percentage Staff

| | |
|--------------------------------------|-----|
| Google Apps | 100 |
| Outlook (without Exchange) | 0 |
| Outlook Express or Windows Live Mail | 0 |
| Other | 0 |
| MS Exchange (Local) | 0 |
| MS Exchange (Hosted, not Office 365) | 0 |
| MS Exchange (Office 365) | 0 |

INTERNET BROWSER Percentage Staff

| | |
|--------------------------------|----|
| Chrome | 94 |
| Other | 0 |
| Mozilla Firefox | 2 |
| Safari | 2 |
| Internet Explorer 8 or earlier | 2 |
| Internet Explorer 9 or later | 0 |

| | |
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| WORD PROCESSING SOFTWARE | Percentage Staff |
|---------------------------------|-------------------------|
|---------------------------------|-------------------------|

| | |
|--------------------------|----|
| WordPerfect | 0 |
| Word 2010 | 37 |
| Word 2013 | 63 |
| Open Office/Libre Office | 0 |
| Other | 0 |
| Google Docs/Google Apps | 0 |
| Word 2003 | 0 |
| Word 2007 | 0 |
| Office 365 | 0 |

| DATA ANALYSIS/VISUALIZATION | Percentage Staff |
|------------------------------------|-------------------------|
|------------------------------------|-------------------------|

| | |
|---|-----|
| Database/spreadsheet applications (Excel, Access, etc.) | 100 |
| Statistical software (SPSS, Stata, R, etc.) | 0 |
| GIS applications (ArcGIS, QGIS, Google Fusion Tables, etc.) | 0 |
| Data visualization tools (Tableau, Domo, etc.) | 0 |

| | |
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CASE MANAGEMENT **Percentage Staff**

| | |
|------------------|-----|
| LegalServer | 100 |
| PIKA | 0 |
| Practice Manager | 0 |
| Legal Files | 0 |
| Kemps | 0 |
| Time | 0 |
| Other | 0 |
| Salesforce | 0 |

ACCOUNTING **Percentage Staff**

| | |
|--|-----|
| Excel Spreadsheets | 100 |
| Other | 100 |
| ADP/Fixed Asset Systems | 0 |
| CYMA Not for Profit | 0 |
| Fund EZ | 0 |
| FundWare | 0 |
| Micro Information Products (MIP) | 0 |
| Open Systems Accounting Software | 0 |
| Quicken | 0 |
| Sage products | 0 |
| Quick Books products | 0 |
| Accufund | 0 |
| Custom/Proprietary | 0 |
| MS Dynamics (Solomon/Great Plains/Navison) | 0 |
| Abila MIP Fund Accounting | 0 |

If Other Accounting software used, what? Cougar

TIME KEEPING

Do you use a program other than your case management software for your timekeeping? No

If yes, what software are you using? n/a

| | |
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LEGAL RESEARCH

Lexis

FastCase

Description: n/a

DEGREE OF CONNECTIVITY

Are program computers networked: No

Can staff access electronic files created or stored in other offices (through shared folders or a knowledge management system)? Yes

Do staff have the capacity to search for files across offices? Yes

NETWORK

Do you use Remote Access Software?

If yes, what software are you using?

LogMeIn

If Other, what?

Are you using a VPN? No

Are some or all of your servers hosted on site (in the program office)? No

Are some or all of your servers hosted externally? No

Does your program utilize virtualization? Yes

Does your program utilize videoconferencing? Yes

If yes, do you use a web-based videoconferencing, such as Skype or Go-to-Meeting? Yes

If yes, do you use a standalone videoconferencing system, such as Polycom or Lifesize? No

If yes, can it connect to videoconferencing systems outside the program? No

Does your program utilize web conferencing? Yes

| | |
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INTERNET ACCESS

How are all of your offices connected to the Internet (select all that apply):

| | |
|---|---|
| Dial-up? | No |
| ISDN? | No |
| T1? | No |
| Satellite? | No |
| DSL? | Yes |
| Frame? | No |
| Cable? | Yes |
| Fiber Optics? | No |
| Other? | No |
| Description? | High speed cable and U-Verse DSL |
| What range of bandwidth is available at your offices? | 92.11 Mbps Download, 21.45 Mbps Upload |

| | |
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WEB SITE INFORMATION

To what web page / resource should the LSC Find Legal Aid tool point users in your service area seeking legal assistance? <http://arlegalaid.org/get-help/apply-for-legal-aid/>

Does your program have a Google AdWords campaign? Yes

What is the URL for your Statewide Web Site? www.arlegalservices.org

Statewide Web Site Coordinator Kesia Morrison (Acting)

E-mail Address kmorrison@arlegalaid.org

Phone 8709729224

Does the state have a system for maintaining content on the SWWS? Yes

If yes, explain

The Statewide Web Site Coordinator position is currently vacant, Work Groups (Practice Groups) from each program in the state have a coordinated check-list to assure the currency of all content on an annual basis.

Does the program have any social media accounts? Yes

If yes, which ones?

- Facebook
- Twitter
- YouTube
- Instagram

AUTOMATED DOCUMENTS

Does your program make use of automated forms? Yes

If yes, which systems are you using? LawHelp Interactive

If other, which systems are you using? n/a

If yes, does your program use automated forms for:

| | |
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- **Pro se** Yes
- **Staff advocate** Yes
- **Pro bono forms** Yes

Is staff required to use certain forms? No

What are the three most frequently used forms for advocates? Unknown

Approximately how many forms are available for staff/pro bono use? 300

Are the automated forms created by (check all that apply):

- **Staff** Yes
- **Law Student** No
- **Pro Bono** No
- **Outside contractor** Yes

Are you using A2J Author? Yes

If yes, does your program use it for:

- **Pro se forms** Yes
- **Staff advocate/pro bono forms** Yes
- **Online intake/triage** No

Has your program made financial contributions to the statewide web sites (SWWS)? Yes

If Yes, how much? 20500

Has your program provided content for the SWWS? Yes

Has your program participated in stakeholder meetings for the SWWS? Yes

Has your program done outreach for SWWS? Yes

Is there a portion of the SWWS dedicated to the recruitment and support of pro bono attorneys? Yes

Does your program maintain a web site separate and apart from the SWWS? Yes

If Yes, what is the URL? www.arlegalaid.org

If yes, are any LSC funds used to maintain this web site? Yes

Program Controller Contact Person Elizabeth King

E-mail Address eking@arlegalaid.org

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Phone 8709729224
Statewide Technology Contact Person vacant vacant
E-mail Address kmorrison@arlegalaid.org
Phone 5019753775

| | |
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Technology Budget Form

| | TECHNOLOGY BUDGET FORM | EXPENDITURES (\$) |
|-----|--------------------------------------|-------------------|
| 1. | Program IT Staffing Costs | 29681 |
| 2. | External IT Staffing Costs | 11473 |
| 3. | Space Cost (Rent/Lease) | 0 |
| 4. | Travel | 2500 |
| 5. | Equipment (Purchase) | 9400 |
| 6. | Equipment (Rental) | 11706 |
| 7. | Telecommunications bandwidth charges | 6600 |
| 8. | Communications (Other) | 22785 |
| 9. | Software | 3500 |
| 10. | Supplies | 3000 |
| 11. | Contracts | 3188 |
| 12. | Training for IT Staff | 1000 |
| 13. | Technology Training for other Staff | 1500 |
| 14. | Other | 12000 |
| 15. | Total | 118333 |

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Fiscal Oversight and Internal Control Inquiries

1. Has applicant experienced fraud, misappropriation of funds, embezzlement, or theft within the last twenty-four months? No

If yes, discuss:

- a. the incident(s) that occurred including the job title(s) of the personnel involved

- b. what action was taken by the applicant in response to the incident(s)

- c. what changes were made to applicant's fiscal oversight policies and procedures and internal controls following the incident(s)

| | |
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Accomplishments for Clients (Excluding PAI):

Example1

Example Type Consumer Finance

Describe the problem or challenge.

County law enforcement was assisting private parties and repo companies with repossession of personal property in violation of Arkansas law.

Describe the actions the program took.

A complaint for wrongful repossession and violation of civil rights was filed.

Describe the effects, results or outcomes of the program's actions.

The County agreed to compensate the client and Legal Aid for threatening the client when he tried to protect himself and his family. As part of the settlement Legal Aid assisted the county in drafting and implementing a Civil Stand By policy. Law enforcement received training on the policy and ceased a long-standing practice that violated Arkansas law which they freely admitted doing. Low-income families in the rural area were benefitted in that they no longer face coercion from a deputy when someone tried to breach the peace and remove personal property. A section of the new policy to stop the unlawful practice is referenced here. BUT a law enforcement officer has NO authority to trespass, take sides, or authorize a breach of the peace in a CIVIL matter like a vehicle repossession. This means an officer present on a so-called "civil standby" cannot take sides or interject himself or herself into helping one side versus the other in a civil matter. The attorney for Cleburne county represents many counties across the region and stated their intent to implement the policy with other Sheriff's Departments.

Example2

Example Type Health

Describe the problem or challenge.

The state instituted a new computer algorithm in its Medicaid Home and Community Based Services program, which resulted in cuts to half of the 8,000 program beneficiaries.

Describe the actions the program took.

Legal Aid filed a federal lawsuit against the state on behalf of two individuals facing home health hour reductions after being reassessed using the computer algorithm.

Describe the effects, results or outcomes of the program's actions.

We won a federal lawsuit that directly prevented reduction in or restored Medicaid home-care hours for around 40 clients. The win also guaranteed better notice for all 8,000 program beneficiaries.

Example3

Example Type Housing

Describe the problem or challenge.

Arkansas does not have a non-profit fair housing program, and Legal Aid had been hearing stories of systematic housing discrimination affecting our clients. While Arkansas has a state fair housing commission, it can often be slow to investigate complaints or make findings.

Describe the actions the program took.

In collaboration with West Tennessee legal Services, Legal Aid of Arkansas began a Fair Housing testing project in February 2017.

Describe the effects, results or outcomes of the program's actions.

As of May 1, 2017, Legal Aid has conducted over 40 fair housing tests in 20 counties. Since beginning the program, Legal Aid has sought enforcement in four cases including through the initiation administrative complaints with HUD. The goal of this project is to allow Legal Aid to achieve HUD's "Fair Housing Organization" status (FHO) by 2018. FHO status will allow Legal Aid to compete for HUD funding to maintain and expand fair housing enforcement efforts.

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Accomplishments for Clients through PAI:

Example 1

Example Type Consumer Finance

Describe the problem or challenge.

Buy Here Pay Here dealers overcharge clients for worthless cars, fail to enforce warranties sold and sue to collect on inflated contracts when the client stops paying because the car quits working or they can't afford the inflated payments.

Describe the actions the program took.

A pro bono attorney brought a suit against an unscrupulous dealer to vacate a previously entered judgment.

Describe the effects, results or outcomes of the program's actions.

A pro bono attorney secured release of a \$13,000 judgment and recovered \$200 for the client. Settlements with Buy Here Pay Here dealers to vacate judgments support claims of other low-income people to do the same and decrease enforcement activity by dealers on unlawful contracts.

Example 2

Example Type Individual Rights

Describe the problem or challenge.

Low-income individuals often do not prepare wills or advance planning documents, which causes issues if the individual becomes incapacitated and may lead to heir property after death.

Describe the actions the program took.

One of the state's largest private firms is Legal Aid's pro-bono partner for our Delta medical-legal partnerships. The private attorneys staff regular medical legal partnership clinic hours and also special estate planning events.

Describe the effects, results or outcomes of the program's actions.

As a result of this pro bono partnership, approximately 30 individuals have received advanced planning documents in the past year, life-planning documents for 30 to 40 people in the last year, ensuring that generational wealth is better preserved, avoiding the need for costly guardianships in the event of incapacity, and bringing peace of mind to folks.

Example 3

Example Type Health

Describe the problem or challenge.

Unmet legal needs can often have a negative health impact: from stress over a legal issue such as a consumer debt to health harming legal problems with insurance, housing, or family situations.

Describe the actions the program took.

Legal Aid of Arkansas has partnered with several healthcare institutions over the state to train medical providers to identify and refer legal issues, and Legal Aid provides legal interventions when legal issues are identified. Several of these partnerships have significant pro bono components, such as our Delta clinics which partner with the Friday Firm, and our partnership with Arkansas Children's Hospital and the Walmart Legal Department.

Describe the effects, results or outcomes of the program's actions.

As the result of the involvement of pro bono partners in our medical legal partnership, hundreds of medical providers statewide have been trained on health-harming legal needs and numerous clients who could not be represented by Legal Aid staff are able to get attorney representation.

| | |
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Involvement with Justice and Advocacy Community:

Example1

Example Type Employment

The Low-Income Taxpayer Clinic (LITC) has engaged in significant efforts during the last year with Volunteer Income Tax Assistance (VITA) sites all over Arkansas. Outreach efforts increased by 41% in the last year. The LITC provides education and outreach regarding tax preparation at VITA sites to encourage free preparation of returns by certified professionals. The LITC assists with delinquent tax matters to improve income tax filing compliance. In 2017 the LITC director conducted virtual training for all 60 VITA sites and both Legal Aid organizations in Arkansas. The training's dual purpose was to equip participants to assist struggling low income taxpayers, particularly those who have controversies with the IRS and to refer people to VITA sites for tax preparation assistance. Advocates were taught how to spot legal tax issues that require representation for referral to Legal Aid. United Way organizations were invited and participated. The impact on client populations by the LITC allows cancellation of debt, stopping collection and helping innocent and injured spouses recoup money. An example of this partnership occurred in Craighead County. A 21-year old mother of four in Jonesboro came to Legal Aid with a confusing story about her prior year Earned Income Credit refunds saying someone had taken them from her. The LITC investigated with the IRS and uncovered fraudulent tax returns for 2014 and 2015. A referral to United Way of Northeast Arkansas in Jonesboro was scheduled to prepare her 2016 return, resulting in a refund of over \$3,000. The LITC prepared her 2014 and 2015 original returns, and pursued the identity theft claim with the IRS.

This VITA partnership provides improvements in timely and accurate filing compliance to maximize income available to low income clients. The impact on the eligible client population is tax education about free filing opportunities to prevent refund anticipation loans and loss of refunds, an increase in the utilization of free tax preparers and \$1,707,019 avoided and \$150,771 recovered by the Clinic for clients from May 2016- May 2017.

Example2

Example Type Consumer Finance

The issue: Finance companies pursue clients unlawfully. Outcome: Working with the Arkansas Attorney General, Legal Aid helped stop the practice of pursuing clients in small claims court. A stay was issued stopping the filing of these cases without an attorney in small claims by these companies. The investigation into the unlawful practices of Buy Here Pay Here dealers continues. The Judges have begun to dismiss and throw out cases filed by finance companies in small claims court that are not covered under the stay signed by Judge Gray. Legal Aid continues to help clients get cases wrongfully filed dismissed and to raise defenses for those cases properly filed by finance companies with an attorney. The larger benefit to cases not being filed is that clients are not forced to defend a suit on an unlawful contract in court and for many limited English speaking clients, risk default on the lawsuit and a judgment. Without a judgement, the finance company cannot garnish wages avoiding loss of income and bankruptcy. Since the stay issued in the case applies statewide the relief for the last year has had a significant impact on the reduction of lost wages and bankruptcy cases and referrals.

Example3

Example Type Housing

Legal Aid has continued to work to ensure that Arkansas will soon lose its distinction as the only state to criminalize the eviction process. In June 2016, we filed a lawsuit against the city attorney in Mountain Home seeking a declaratory judgment that the law violates the United States and Arkansas constitutions. A favorable ruling would end criminal eviction statewide. We have filed a motion for summary judgment and are currently awaiting a response from the state's attorney general. We are leading a litigation team that includes the ACLU's Criminal Justice Reform Project and the Bowen School of Law's Consumer Protection Clinic. *Purdum v. Roger Morgan et al.*, W.D. Ark. 3:16-CV-3072.

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Accomplishments for Clients with Other Providers:

True Our program is a full service provider (i.e., provides limited and extended services across substantive law areas, across the entire service area)

Example1

Example Type Housing

Legal Aid of Arkansas collaborated with the Center for Arkansas Legal Services and the Bowen School of Law to intervene on behalf of tenants in a Pulaski County lawsuit involving the proposed shut-down of the Alexander Apartment complex in Little Rock. The complex has a significant history of habitability and maintenance issues, and the landlord has largely failed to keep the complex in good repair. Among our claims against the complex, we alleged that each tenant's lease contained an implied warranty of habitability and that the landlord had breached that warranty by failing to keep the complex in a habitable condition. We also brought a due process claim against the City of Little Rock alleging that the City's fire code is unconstitutional because it does not provide a mechanism for review of the fire chief's decisions. We were recently granted summary judgment on the due process claim against the City. The claims against Alexander Apartments are still pending. Alexander Apartments v. City of Little Rock, No. 60CV-15-6339, Ark. Cir. Ct. Pulaski Cnty./No. 4:16CV022-JLH.

Example2

Example Type Miscellaneous

Legal Aid of Arkansas collaborated with the Center for Arkansas Legal Services and Arkansas Access to Justice Commission on two AmeriCorps programs. One, the Justice for Arkansans program, places 8 recent law graduate attorneys into legal aid offices to focus on housing, veterans' issues, reentry issues, and medical-legal partnerships. The second, a new partnership with AmeriCorps VISTA, uses 4 VISTA members to assist with statewide goals from Legal Aid's strategic plan, including statewide planning and outcome evaluation, volunteer recruitment and management, staff training and taskforce coordination, and communications.

Example3

Example Type Individual Rights

Legal Aid of Arkansas, the Center for Arkansas Legal Services and the Arkansas Access to Justice Commission coordinate petition to seal events at times and places calculated to reach clients wanting to seal their records. Community partners' prescreening of attendees help assure participants' petitions and orders are properly drafted during the outreach events. In 2016, Legal Aid provided CLE training and on-site assistance for pro bono attorneys and staff at a Little Rock petition to seal event hosted by the Center for Arkansas Legal Services. Approximately 50 participants received advice and assistance with petitions to seal and pardon applications. Participants that attended without adequate prescreening needed pro se materials to help them petition to seal their record on their own. Legal Aid of Arkansas' consumer group prepared pro se materials that included a background check and frequently asked questions fact sheet. In March of 2017 Legal Aid of Arkansas' Medical Legal Partnership with St. Vincent's coordinated a petition to seal event in Little Rock. Staff attorneys from Legal Aid of Arkansas and the Center for Arkansas Legal Services trained law students and helped 25 participants complete petitions to seal. The Center for Arkansas Legal Services began using the materials on their helpline and at outreach events in May of 2017. During 2016 and 2017 with the assistance of community partners, Legal Aid has helped over 800 people with petitions to seal and issues affecting their reentry.

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Priorities, Goals, Strategies and Desired Outcomes:

| Item Type | Item Name | Desired Outcome |
|-----------------------------------|---|--|
| Priority: | Assure Access to Safe and Affordable Housing | |
| Goal: | Maintain the stock of rental housing for low-income individuals | |
| Strategy (Cases): | Eviction cases including criminal evictions and public housing | 150 evictions will be averted or landlord/tenant disputes resolved |
| Strategy (Other Services): | Community education | At least 100 community members will be educated on housing rights and responsibilities |
| Strategy (Cases): | Advice and representation in housing discrimination cases | 50 tenants and homeowners will receive advice or representation on fair housing issues. Fair housing testing will be conducted a minimum of once per month throughout the service area. |
| | | |
| Goal: | Preserve homeownership and prevent family land loss | |
| Strategy (Cases): | Assist homeowners in foreclosure cases | 30 foreclosures will be prevented |
| Strategy (Cases): | Probate and estate planning to avoid family land loss | 50 individuals will be assisted in preparing wills or other advance planning documents |
| | | |
| Priority: | Protection from Domestic Violence | |
| Goal: | Assist victims in escaping violent relationships | |
| Strategy (Cases): | Represent victims in divorce proceedings | 125 domestic violence victims will be successfully represented in divorce proceedings |
| Strategy (Cases): | Represent victims in order of protection proceedings | 400 domestic violence survivors will receive orders of protection |
| Strategy (Cases): | Assist in other matters to preserve family stability | At least 5 individuals will receive immigration (U-visa) referrals or assistance, 10 teens will be assisted in emancipations, 10 individuals will be assisted in central abuse registry appeals, 50 custody/visitation, and 20 paternity |
| | | |
| Goal: | Protecting the vulnerable | |
| Strategy (Cases): | Assist those that are incapacitated by reason of age or infirmity | At least 50 individuals will obtain legal guardianship over at-risk minor children and 25 over infirm adults |
| | | |
| Priority: | Economic Justice | |
| Goal: | Assure access to free, appropriate education | |
| Strategy (Cases): | Education cases, including special education | 30 children will face decreased barriers to educational opportunities |

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| Goal: | Ensure that workers' rights are protected | |
| Strategy (Cases): | Provide advice and representation in unemployment, wage theft, and discrimination cases | 10 workers are successful in their unemployment, wage theft, and discrimination cases |
| Goal: | Assure access to healthcare | |
| Strategy (Cases): | Advice and representation in cases involving denials of access to care, charity care denials, denials impacting seniors, and issues with implementation and access under the Affordable Care Act. | 30 clients will be afforded access to appropriate health care option |
| Strategy (Other Services): | Produce materials and make presentations about rights and options under federal healthcare programs. | 50 individuals will receive outreach education |
| Goal: | Assure proper access to public benefits. | |
| Strategy (Cases): | State benefit cases | 10 clients will obtain or have SNAP, TEA or childcare benefits increased |
| Strategy (Cases): | Social Security cases | 40 individuals will obtain or have SSI/SSD benefits increased |
| Priority: | Consumer Rights | |
| Goal: | Protect consumer rights and wages and stabilize finances | |
| Strategy (Cases): | Represent individuals in debt collection, garnishment, and creditor harassment cases | 100 collections, unjust garnishments, or judgments will be avoided. |
| Strategy (Cases): | Represent individuals in bankruptcy matters | 20 clients will have debt resolved through bankruptcy |
| Goal: | Protect taxpayer rights | |
| Strategy (Cases): | Represent taxpayers in disputes before federal and state agencies | 75 taxpayers will avoid improper tax liability |
| Strategy (Other Services): | Educate individuals on their taxpayer rights and responsibilities | 50 individuals will receive outreach education on their taxpayer rights and responsibilities |
| Goal: | Reduce recidivism by providing reentry assistance | |
| Strategy (Cases): | Provide assistance in sealing criminal records | 75 clients will have their criminal records sealed |

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Outcomes Met for Previous Priorities

First Significant Priority Assure Access to Safe and Affordable Housing

List all of the outcomes projected in the grant application for this priority

300 Landlord/tenant cases handled, including 50 public housing cases. At least 150 tenants are successful in retaining their residence or avoiding unjust judgments.

50 Tenants and Homeowners will be assisting with Fair Housing issues

Do a minimum of six community education presentations on landlord/tenant law, including presentations to bar associations, client groups, and other service organizations, emphasis placed on Arkansas' Criminal Eviction Statute and lack of warranty of habitability.

Represent 25 clients in federally subsidized housing cases.

Assist homeowners in Foreclosure cases 40 Foreclosures will be avoided and clients will remain in their homes.

50 heirs will have their property protected through representation in probate or estate planning

State whether, and the extent to which, the projected outcome(s) for this priority were met.

The majority of our projected goals were met: 552 landlord tenant cases were handled, including 107 public housing matters. 502 received legal advice that may have helped them retain their residence or avoid unjust judgments, and Legal Aid successfully represented 35 tenants in litigation or through negotiation. 11 tenants and homeowners were assisted with fair housing issues and 49 were represented on federally subsidized housing issues. 42 homeowners were assisted in foreclosure matters and 192 were assisted in probate or estate planning matters.

Four community education presentations on landlord tenant law were performed, reaching 200 attendees. In addition, a wills and estates presentation served 35 attendees, and another 4 wills clinics helped 90 individuals develop advance planning documents.

If outcomes were not met, briefly explain why

The only projected outcome that was somewhat lower than anticipated was our fair housing outcome. This was because the launch of our fair housing project came later than anticipated and the outreach, education, and testing became a larger program priority in late 2016/early 2017.

Second Significant Priority Protection from Domestic Violence

List all of the outcomes projected in the grant application for this priority

125 Domestic Violence victims will be successfully assisted in Divorce proceedings. Obtain 400 Order of Protections for survivors of domestic violence. Referrals or representation in 5 U-Visa applications; 10 emancipation; 12 central abuse registry; 50 custody/visitation; and 20 paternity. Assist 50 families in obtaining guardianship of at risk minor children and 25 infirm adults.

State whether, and the extent to which, the projected outcome(s) for this priority were met.

Yes, our project outcomes were met: Legal Aid successfully represented 126 survivors of domestic abuse in their divorce proceedings (resulting in a win or a result that active the client's goals, with another 14 cases with mixed results or where client's goals were partially achieved). 455 domestic survivors won orders of protection with Legal Aid's representation. We represented (greater than advice) individuals in the following case types: 4 emancipations, 3 central registry, 53 custody/visitation, 6 paternity (18 more advised/referred), 99 minor guardianships, and 69 adult guardianships.

If outcomes were not met, briefly explain why

A few of our less routine case types were below our projected outcome, which is due to demand. Guardianships were higher than expected, with a large number of these cases being referred from our medical-legal partnerships.

Third Significant Priority Economic Justice

List all of the outcomes projected in the grant application for this priority

30 children will be assured full access to appropriate education opportunity, including 15 arising from Medical-Legal Partnerships. 30 workers are successful in their unemployment, wage theft, and discrimination claims. 30 clients will be afforded access to

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appropriate health care option. At least 50 individuals will receive health insurance education. At least 75 clients will have their Medicaid applications processed promptly after Legal Aid intervention. Successfully represent 10 clients in TEA, SNAP, childcare and Work Pays denials, terminations, reductions and/or overpayments. 40 individuals will be assisted in Social Security matters, including cessations, terminations, overpayments, survivor benefits, and meritorious disability applications. Over \$400,000 in benefits will be recovered for clients. At least 20 veterans will be assisted in obtaining veterans or public benefits.

State whether, and the extent to which, the projected outcome(s) for this priority were met.

Legal Aid won full access to appropriate educational opportunities for 31 children, primarily referred from our medical-legal partnerships. 4 clients were successful in their unemployment, wage theft, and discrimination claims. 196 individuals were represented in obtaining Medicaid or other health insurance access (more than advice or brief services). 4 veterans were assisted in obtaining veterans or other public benefits. We successfully represented 17 individuals in social security proceedings (providing advice to another 259), resulting in \$157,086 in benefits recovered for clients. We successfully represented 4 individuals in TEA and SNAP proceedings (and advised another 91). 123 individuals received health insurance education.

If outcomes were not met, briefly explain why

Most projected outcomes were met. Emerging changes to health insurance programs led to a shift of resources from some employment and social security matters (where private bar resources are more likely to exist) to focus on more intentional impact work on Medicaid cases, which is reflected in some of our outcome numbers.

Fourth Significant Priority Consumer Rights

List all of the outcomes projected in the grant application for this priority

100 individuals will be assisted in avoiding unjust judgments, garnishments and collection harassment. Over \$400,000 will be saved for clients. 50 individual clients will be represented by staff and pro bono attorneys, with over \$500,000 in debt avoided. 36 consumers will receive successful assistance in disputes with used car dealers. Assist 75 taxpayers in disputes before Federal and State Agencies, avoiding \$750,000 in tax liability. Over 50% of these clients will speak English as a second language or not at all. Criminal records of over 150 clients will be Sealed

State whether, and the extent to which, the projected outcome(s) for this priority were met.

104 clients received brief services to address their unjust judgments, garnishments, and collection harassment, and another 57 received extended representation. In total, consumers avoided or recovered \$383,911 in consumer debt cases. We represented another 30 in bankruptcy matters, with \$1,229,341.59 in debt resolved. In addition, Legal Aid assisted 102 individuals in disputes before federal and state tax agencies, avoiding \$1,617,407.75 in tax liability, with 25 percent speaking a language other than English primarily. We helped 78 individuals seal their criminal records, and provided advice to another 291 about how to address criminal record barriers to employment.

If outcomes were not met, briefly explain why

The majority of these priorities were met. Used car dealer data was not collected. We have found that a large number of criminal records cases can be done with limited assistance, so there have been fewer extended representation cases in these types of matters.

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Outcomes Data:

1. Do you collect outcomes achieved for clients for all extended services cases? Yes
2. Do you collect outcomes achieved for clients for all limited services cases? No

Intake:

1. Do you have a coordinated or centralized intake system? Yes
2. Do you handle intake separately by offices or units? No

Days and hours of intake by type:

| | Day(s) of week | Hours of the day | Percent of Intake |
|------------------------------|----------------|------------------|-------------------|
| Telephone intake | 4 | 4 | 74 |
| Walk-in intake | 5 | 4 | 14 |
| In-person appointment intake | 0 | 0 | 0 |
| Internet/Online intake | 7 | 24 | 8 |
| Outreach intake | 5 | 8 | 4 |
| Other type(s) of intake: | 0 | 0 | 0 |

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Board Committees and Frequency Meetings:

| Board Standing Committee Name | Committee Exists? | Frequency of Meetings Each Year |
|-------------------------------|-------------------|---------------------------------|
|-------------------------------|-------------------|---------------------------------|

Additional Standing Committees

| Committee Name | Frequency of Meetings Each Year |
|----------------|---------------------------------|
|----------------|---------------------------------|

Evaluations of the executive director:

1. Enter the date of the last evaluation of the executive director. 03/25/2017

2. Is the future evaluation planned? Yes

If yes, enter the date of the next planned evaluation of the executive director. 03/24/2018

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Decrease on total staff cases closures of more than 20%:

In the text box below, provide an explanation for staff case closures that decreased more than 20% from the prior calendar year.

Decrease in total PAI case closures of more than 20%

In the text box below, provide an explanation for staff case closures that decreased more than 20% from the prior calendar year.

Overview of the Applicant’s Organization and Delivery System

| | |
|-----------------------------|--------------------------------------|
| Legal Aid of Arkansas, Inc. | Applicant Number: 604020 |
| Service Areas: AR-6 2017 | Total Funding Requested: \$1,469,531 |

1. Describe the geographical, demographic and cultural characteristics of the service area.

a. Indicate whether the service area is primarily rural, urban, or mixed. Explain which counties or cities (or the number of counties or cities) classify it as such.

The area is rural with three urban pockets. The population density in Arkansas is 51.3 persons per square mile, the lowest in the South. About half the 31 counties served by Legal Aid of Arkansas have less than 30 persons per square mile. The three MSA’s (2016 estimates) are Fayetteville-Springdale-Rogers, 525,032; Jonesboro, 129,858; and Memphis (includes West Memphis, Arkansas), 1,342,842 . Six counties in the service area are within one of the MSA’s while the remaining 27 are rural.

b. If there have been significant changes, explain the changes and how they affect the eligible client population of the service area. If there have been no significant changes, indicate this and explain the characteristics that have consistently affected the eligible client population.

The population of the service area increased by 18% from 2000 to 2016. The most populous and affluent counties, Benton, Washington and Craighead, showed increases of 66.8%, 43.6% and 28.2% respectively, while many of the most impoverished counties, such as Monroe, Lee, Phillips, and Woodruff, showed steep declines in population, all more than 20%. These counties all have high poverty rates of at least 23.5%, topping out at 34% in Phillips County, and are located in areas with the highest concentration of African-American residents.

The Hispanic population in the service area has grown from less than 3% in 2000 to 8.3% in 2015. The Latino population in Benton and Washington County have seen significant increases.

Between 2000 and 2015 these counties’ Latino population increased by over 200 percent. Since 2000, the poverty population has increased from 164,962 to 221,570. The poverty population percentage has increased at a much higher rate than the population as a whole, with approximately 23% of the population in the Legal Aid of Arkansas service area now qualifying for free legal services and 38.6 percent living on incomes below 200 percent of the poverty level.

c. Describe the most distinctive characteristics of the service area. Make note of things such as the service area’s poverty, changes in population, area-specific legal issues, or other such characteristics.

One third of the counties in our service area are counties that have experienced persistent poverty over the past three decades (over 20 percent of the population in poverty), and two thirds of the counties in our service area have experienced persistent child poverty. Eight counties in the Mississippi River Delta part of the service area have poverty rates ranging from 26.6% to 32%. This region is home to three-quarters of the African American population in the service area. The counties tend to have higher rates of disability claims, alarming health outcomes and indicators, and significant substantive issues regarding employment barriers, such as recidivism. There is a decade’s difference in expected longevity from Benton County, in the Northwest Corner of the service area, to Phillips County in the Southeast Corner. There are significant language access issues among the immigrant community, mostly Latino and Marshallese, concentrated in the Northwest part of the service area. One of the largest Marshallese populations in the world outside of the Marshall Islands is located in Springdale, Arkansas, where Legal Aid has seen our Marshallese client base increase from none in 2009 to between 100 and 200 new intakes opened in each of the last five years (174 intakes in 2016). We also saw an increase in Latino clients of over 30% during the same time period.

Overview of the Applicant's Organization and Delivery System

| | |
|-----------------------------|--------------------------------------|
| Legal Aid of Arkansas, Inc. | Applicant Number: 604020 |
| Service Areas: AR-6 2017 | Total Funding Requested: \$1,469,531 |

2. The scope of legal services to be provided by the Applicant.

a. State whether the Applicant provides a full range of legal services including: limited as well as extended and contested cases; and a full range of case types. State whether the full range of service is extended throughout the service area.

Yes, Legal Aid provides a full range of legal services throughout its service area.

b. Briefly describe the service delivery method(s) employed by the Applicant (e.g., specialized law units, legal helplines, impact litigation, compensated and pro bono private attorney models, pro se).

Legal Aid of Arkansas allocates its resources in a way that will have the greatest impact for clients, with the goal of bringing about systemic changes in communities. Legal Aid is deliberate and mindful in the case acceptance approach, and case handling staff is assigned to one of four distinct substantive workgroups, depending on their area of interest and experience. These groups focus on Access to Safe and Affordable Housing; Protection from Domestic Violence; Consumer Law Issues (including Barriers to Employment); and Economic Justice (Public Benefits, Health Care, Education, etc.). Each work group pays close attention to issues related to delivery of services to marginalized communities.

The HelpLine delivery system involves advocates on all workgroups having scheduled shifts in their area of focus, with callers being routed to one of four substantive law queues. Every attorney and paralegal in the program has Helpline duties at scheduled times.

Arkansas has been slow in developing pro se resources, but the two legal aid programs in the state have worked closely with the Arkansas Access to Justice Commission and Administrative Office of the Courts to develop pro se platforms and forms. The pro bono model is a traditional one, and has grown substantially over the past five years, with a record number of attorneys volunteering and record number of cases being referred and closed in 2011, 2012 and 2014. The pro bono model now has three arms, the traditional Equal Access to Justice Panel, an Arkansas Volunteer Lawyers for the Elderly Panel serving clients 60 and older, and a specialized panel focusing on Medical-Legal Partnerships, with a specialized veteran's services panel.

c. If the Applicant does not provide a full range of legal services, identify the parts of the service area that will not be served by the Applicant. That will receive limited services by the Applicant, or a sub-set of case types.

N/A

d. If the Applicant does not provide a full range of legal services, identify other providers the Applicant relies on to ensure a full range of legal services provided by the other provider.

N/A

3. Describe the most distinctive characteristics of the Applicant's Organization.

Legal Aid of Arkansas provides a full-range of services to a geographically and demographic ally diverse area, with some of the most impoverished counties in the nation, primarily African-American, in the East to some of the most affluent and fastest growing counties in the Northwest. There are large Latino and Marshallese populations in the Northwest. The organization has a diverse staff and board that reflect the population served. The organization also engages in several innovative delivery models, including multiple Medical -Legal Partnerships, Criminal Reentry projects, and integration of all attorney staff into the HelpLine system.

Uploads

The following uploads appear (in order)

Applicant PAI Plan (PAI Plan)

Technology Plan

Organizational Chart

IRS Form 990

Technology Budget Narrative

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622 Pecan
Helena, AR 72342
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714 South Main Street
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Newport
202 Walnut Street
Newport, AR 72112
870-523-9892 – Fax

Springdale
1200 Henryetta
Springdale, AR 72762
479-751-0002 – Fax

West Memphis
310 Mid Continent Plaza
Suite 420
West Memphis, AR 72301
870-732-6373 – Fax

JONESBORO, Ark., June 2, 2017– In response to widespread cuts in Medicaid ARChoices home-care services for roughly 4,000 Arkansans with disabilities, non-profit Legal Aid of Arkansas will host two public education meetings in northeast and northwest Arkansas. The meetings will focus on the Medicaid ARChoices program, the computer algorithms used by the state to determine how much care clients receive, and how individuals affected by the cuts can fight the reductions.

The first meeting will happen in Jonesboro on June 7 from 1 to 3 p.m. at the East Arkansas Area Agency on Aging at 2005 E. Highland Dr. #303. The second meeting will happen in Bentonville on June 16 from 1 to 3 p.m. at the central library at 405 S. Main St. Both events will be accessible for people with disabilities.

The events will also be broadcast via Facebook Live from Legal Aid of Arkansas's Facebook page and via webinar (for webinar registration, contact Kevin De Liban at kdeliban@arlegalaid.org).

Since the Department of Human Services started using computer algorithms in 2016, nearly half of the 8,000 ARChoices program clients have been cut. Individuals with disabilities like cerebral palsy, multiple sclerosis, and quadriplegia have seen cuts in services between 20% and 60%, forcing them to lie in their own waste, skip meals, stay shut in, miss medications, and go without other basic necessities. Although ARChoices is supposed to keep people who are elderly or disabled at home in their communities, the cuts could force people into nursing homes, which cost around three times as much on average as community-based care.

These public education events follow litigation led by Legal Aid on behalf of the over 100 ARChoices clients who have come to Legal Aid for help in the last year. In 2016, Legal Aid sued DHS in federal court and won, with the judge ruling that DHS did not adequately explain the cuts. After DHS refused to negotiate around remaining problems with the algorithms, Legal Aid was forced to sue DHS again, this time on behalf of seven plaintiffs in state court. In February 2017, Legal Aid won a temporary restraining order forcing the state to halt the cuts for the seven plaintiffs. Although a trial on the issue was set for July 2017, DHS appealed that ruling, causing the trial to be delayed indefinitely. The appeal is currently pending in the Arkansas Supreme Court.

Legal Aid of Arkansas is a non-profit legal aid provider that helps low-income Arkansans in civil legal matters. For further information on the ARChoices public education meetings, contact Kevin De Liban at (901) 834-0436 or at kdeliban@arlegalaid.org.

Group hosts meeting on home care cuts

Js jonesborosun.com/news/news.php

BY PAT PRATT, Sun Staff Writer, ppratt@jonesborosun.com

JONESBORO — Tammy Dobbs, who is fighting to overcome cerebral palsy, had to leave her lifetime home in Marston, Mo., in 2008 after her in-home attendant care services were cut to almost nothing.

"I was married, and we got a few hours, but my husband got sick and couldn't take care of me anymore," Dobbs said. "I could only get nine hours a week in Missouri, and that was not enough."

She sought a better life in the Natural State through the ARChoices program, which provides in-home attended care service such as meals, feeding assistance, bathing, minor medical services and others — services Dobbs can't live without.

"Someone told me that if I move to Arkansas I could possibly get more hours," she said. "So I moved to Arkansas and got the 56 hours (per week), which was great."

That was before 2016, a year when the Department of Human Services would begin drastically slashing the amount of service hours individuals could receive. Dobbs was one of about 4,000 residents that year who had their services hours cut essentially in half, hers to 28 hours per week.

"It was terrible because it limited what had to be done. I couldn't take baths like I should. All they could do is get me up and fix my breakfast or lunch or supper," Dobbs said. "I have bathroom problems, so if I didn't go to the bathroom the hours they were there, it was just too late."

Shannon Brumley of Clover Bend is a paraplegic and depends on ARChoices for many of the services that allow him to live at home.

"There is no comparison," Brumley said. "To be able to get up, to get bathed, my teeth brushed, my hair brushed and get fed. I can't do that personally. To have someone there to do that means a great deal to me."

The program allowed his parents, who serve as his caregivers, to offset some of the expenses of his daily needs. It was also a better arrangement for Brumley, being in the hands of a family member.

"My parents did my care for me, so they are the ones who got paid for this, but if not for my parents, I would have to hire somebody," Brumley said. "But the state is trying to cut the hours, and that's what I'm fighting for."

Dorothy Vaughn of Highland has a catheter and must have a medical professional attend to it on a daily basis.

"I wear it on my leg, and it takes one of these girls to irrigate it for me and change it out," she said.

Her hours were cut in 2016, but she did not know why at the time. While a 280-question assessment by a visiting ARChoices nurse was usually routine, something changed that year.

"She asked me questions and while she was asking questions she was using a computer program," Vaughn said. "When she finished the interview she said it's going to cut your hours again. I said it can't do that. And she checked, and it still took two hours away. She said it was almost like it was critiqued before we even started."

About 30 of individuals subjected to the same computer program put in use by DHS for reasons that still remain unclear sought answers Wednesday at a meeting hosted by Legal Aid of Arkansas at the East Arkansas Area Agency on Aging in Jonesboro.

Staff attorney Kevin DeLiban explained ARChoices intends to help people avoid institutions by providing home-based services at a savings of \$8,500 compared with a nursing home average cost of \$47,000 per year. That is until the cuts began.

"When this started coming to us, the ARChoices issue, we had to sue the state," DeLiban said. "Through the process of the federal courts, we got a lot of information. We were like you: 'What is the logic? Why would you cut these service?' DHS either didn't have or was unwilling to provide any estimates about their financial savings in detail by doing this."

DeLiban said one thought is that DHS believed people were receiving too many services and wanted to add more residents to the program. Any data to support those claims has been shrouded in secrecy by the agency.

"They can't tell you how many people under the old system have been cut. They have to go run what they claim to be is this huge involved process to tell you. Then, they can't tell you how big the cuts were," he said.

District 53 state Rep. Dan Sullivan, R-Jonesboro, attended the meeting and said while he had heard of the issue, he did not know until today the extent of the use of the assessment tools. He said he will will arrange a meeting with DHS to see what is going on.

"We have limited resources and with limited resources we need to make the best use of those." Sullivan said. "With the changes and cuts in the program, they need to be wisely. I am very concerned about these assessment tools that use algorithms to determine the level of care versus a physician or nurse who is directly contacting the patient."

The Sun Archives

Archive Info: News - Jun 03, 2017

Legal Aid to host meeting on cuts to residential care

BY PAT PRATT, Sun Staff Writer, ppratt@jonesborosun.com

JONESBORO — As Legal **Aid** of Arkansas prepares for a meeting on the issue next week here, Cash resident Bradley Ledgerwood says he continues to struggle not knowing the fate of services through the Medicaid ARChoices program.

ARChoices is a community-based program for seniors and those with a physical disability. It allows people like Ledgerwood, who has cerebral palsy, to receive attendant care, in-home meals and other services — keeping him and others from residential care and in the communities they call home.

"This has worked very well for me because I am able to feel secure in my home while attending lots of community events," Ledgerwood said. "I currently am able to serve as alderman for the City of Cash, and I am a member of, and attend, most all of the Republican Party meetings in Craighead County."

While eligibility for services was previously determined on field interviews by qualified nurses — which Ledgerwood said worked well — in 2016, the program administrator for the Department of Human Services started using a computer algorithm to determine the amount of assistance hours clients receive.

"I feel like the program worked until they incorporated the computer system, which takes the human element out of the determination of the hours," Ledgerwood said. "To get established on the program, you should be evaluated as to your needs. This should be an independent board with input from your doctor, since he has all of your medical records and knows in-depth your limitations."

Ledgerwood was one of 4,000 out of 8,000 clients in the ARChoices program who has seen a reduction in benefits since DHS started using the algorithm dubbed RUGs (Resource Utilization Groups).

"My services have been cut the last three years, but through appeals they have been restored each year," Ledgerwood said. "This causes great distress for me because I don't know what will happen each year. If the services were cut, I would feel as if my life had been destroyed."

Without the services her receives, Ledgerwood would be forced to enter a residential care facility.

"I would have to go to a day service or nursing facility," he said. "I am actually a total-care patient and require assistance with basically every aspect of daily living. Therefore, I would not have the opportunities that I have while receiving this service."

The thought of that, for Ledgerwood, who is an active and contributing member of his community, is almost too much to bear.

"I am very active with the assistance of my caregiver, which gives me a meaningful life," he said. "The thought of a nursing home or day facility causes me extreme anxiety, because I visit nursing homes regularly and see that the care they receive does not come near to the care I receive."

He hopes DHS will stop using the program, return to a human-based assessment and that input from people overcoming illness like himself will be taken into consideration.

"If you only understand the business side of it, then you are only seeing one side of the issue, and if hours are cut, then it should be proved that your condition has improved," Ledgerwood added. "I think most people would agree that a total care patient would need maximum number of hours as they can not do anything independently."

Ledgerwood was one of two plaintiffs represented by Legal **Aid** in 2016 when a lawsuit was brought against DHS. In that case, a federal judge ruled in favor of Legal **Aid**, that DHS did not adequately explain the cuts.

Legal **Aid** attorney Kevin De Liban said since then the nonprofit has continued to fight in appeals court the secrecy surrounding the process and the use of the program.

"Starting in 2016, the nurses would still go out and ask the same questions, but the decision about how many hours you would get was made strictly according to a secret computer algorithm. They are extraordinarily complex," De Liban said. "No one at DHS can explain the algorithm. The director and assistant director have testified they couldn't understand the algorithm and couldn't explain them."

De Liban said the meeting — at 1 p.m. Wednesday at the East Arkansas Area Agency on Aging, 2005 E. Highland Drive in Jonesboro — will feature presentations on the ARChoices program, the algorithms used and offer anyone affected resources to fight cuts in their own service.

"We will talk about the background and give a general introduction on the program, why it's there and some of the history on it," De Liban said. "We will be talking about the computer algorithm, what it does and doesn't do, and how it works, as much as we can break it down in easily digestible terms."

For more information, contact De Liban at (870) 732-6370, ext. 2206, by email kdeliban@arlegalaid.org or follow Arkansas Legal **Aid** on social media. Ledgerwood and local advocates have also created a social media page, Restore Services for Disabled Arkansans.

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Legal Aid of Arkansas recognizes these lawyers for their volunteer service

Volunteer Attorneys in the Fourth Judicial District

On Law Day, May 1, Legal Aid of Arkansas recognizes and thanks the volunteer attorneys in the Fourth Judicial District for their donation of 1,237.85 hours.

Legal Aid of Arkansas is a non-profit corporation with a vision to improve the lives of low-income Arkansans by championing equal access to justice regardless of economic or social circumstances.

The following attorneys either took a case or closed a case in 2015: Storm Adams, Joyce Arias, Laura Avery, Stanley Bond, George Butler, Jack Butt, Brian Campbell, Buddy Chadick, Vince Chadick, Michael Chase, Suzanne Clark, R. Jeff Conner, James Crouch, Greg Cuzick, Michael Daily, Everett DePangher, Elise Dudley, John Eldridge, Don Elliott, Rick Elliott, Robert Estes, Betsy Finocchi, Kelly Freeze, Matthew Fryar, Janet Gallman, Douglas Gramling, Mary E. Green, M. Scott Hall, Terry D. Harper, Michele A. Harrington, Charles Harwell, Brian Hogue, Curtis E. Hogue, David Hogue, Adam Hopkins, Darlene Irwin, Steven Kay, Eric Leach, Samantha Leflar, Brian Lester, Jerry Lovelace, Melissa McManus, Timothy Meitzen, Alex Miller, Brett Miller, Richard Miller, Rita Hempen Miller, Jeffrey Mitchell, Keith Morrison, Timothy Myers, David Nixon, Marion Oates, Bobby Lee Odom, Conrad Odom, Ken Osborne, P. Delanna Padilla, Kimberly Petrone, Theresa Pockrus, B.R. Price, Lucas Regnier, Jeff Reynerson, Trey Robbins, Gail Segers, Brock Showalter, J. Timothy Smith, Raymond Smith, Tim Snively, Don Taylor, W.H. Taylor, Donald Tippet, Dana Watson, Jason Watson, Jeff Watson, Billy Bob Webb, Esther M. White, Wade Williams, Russell Winburn, Brian Wood and Rick Woods.

The following awards recognize outstanding volunteerism and service to residents of the district. The Outstanding Volunteer for the Arkansas Volunteer Lawyers for the Elderly: Jack Butt.

Fourth Judicial District Outstanding Attorneys are: George Butler, M. Scott Hall, J. Timothy Smith and Raymond Smith.

Also, the following attorneys had more than 20 hours of pro bono service: Everett DePangher, J. Timothy Smith, George Butler, M. Scott Hall, Raymond Smith, Conrad Odom, Samantha Leflar, Rick Woods, Richard Miller, Jack Butt, Elise Dudley, Darlene Irwin, Lucas Regnier, Tim Meitzen, Rita Hempen Miller and Tim Myers.

Jack Butt - In observance of Law Day, Legal Aid of Arkansas announces that Jack Butt of Fayetteville has been chosen for the Arkansas Volunteer Lawyers for the Elderly Service Award.



The Arkansas Volunteer Lawyers for the Elderly program is a division of Legal Aid of Arkansas that serves clients over the age of sixty. The award recognizes outstanding volunteerism and service to elderly residents.

Butt donated his pro bono hours exclusively to elderly clients who were in need of assistance on foreclosure issues.

Butt was admitted to the Virginia bar in 1975 and the Arkansas bar in 1981. He received his bachelor of arts in 1972 from the University of Virginia and his Juris Doctorate with Honors in 1975 and LL.M. in Taxation in 1979 from The National Law Center of George Washington University. He joined the firm Davis, Clark, Butt, Carithers & Taylor, P.L.C. in 1981 after four years' practice with the Army Judge Advocate General's Corps and two years' private practice in Fairfax, Va.

Butt has been rated AV-Preeminent by Martin-Hubbell since 1994 and is listed in Best Lawyers in America in Trusts and Estates and in SuperLawyers in Commercial Litigation. He received the Arkansas Bar Association's Outstanding Lawyer Citizen Award for 1999-2000. Butt is a member of the Washington County and Arkansas Bar Associations, and is admitted to practice before the United States Tax Court and the United States Supreme Court.

Butt is married to Anne Butt and has three children - Mary Claire York, Anna Harper and Jack Connor Butt. He enjoys golf, hunting, hiking, canoeing and snow skiing. He also plays the piano to unwind.

Benjamin Poole - In observance of Law Day, Legal Aid of Arkansas announces that Benjamin Poole is being recognized for his outstanding volunteerism for the Medical-Legal Partnership with Arkansas Children's Hospital and Legal Aid of Arkansas.



Poole donated more than 23 hours of pro bono service to medical-legal partnership clients during 2015. His donation has a conservative value of \$4,600 to the community.

Poole graduated from the University of Essex (UK) in 1999. During his junior year of college, he interned in Senator Edward Kennedy's office. He received his Juris Doctorate from the University of Arkansas School of Law in 2003. He has been practicing law since 2004 and is currently employed by Walmart.

Poole is married to Anne Butt and has three children - Mary Claire York, Anna Harper and Jack Connor Butt. He enjoys golf, hunting, hiking, canoeing and snow skiing. He also plays the piano to unwind.

"Walmart's Pro Bono Program is exceptionally well organized and administered. It makes serving deserving clients easier with such great support. Legal Aid of Arkansas does a great job of helping us receive worth and important cases from Arkansas Children's Hospital," said Poole.

Poole is married to his wife, Libby, and they have a daughter, Evie. Poole enjoys traveling, running and music.

M. Scott Hall - In observance of Law Day, Legal Aid of Arkansas announces that M. Scott Hall of Fayetteville is being recognized for his outstanding volunteerism in the Fourth Judicial District which includes Madison and Washington counties.



Hall donated more than 47.7 hours of pro bono service to low income clients during 2015 with a conservative value of \$9,540 to the community.

Hall is an attorney with Hall, Estill, Harwick, Gable & Nelson, P.C. Hall is a graduate of the Sam M. Walton College of Business, University of Arkansas, magna cum laude in 2003 with a bachelor of science in business economics, and the University of Arkansas, School of Law in 2006, magna cum laude with a Juris Doctorate. He is a member of the House of Delegates for the Arkansas Bar Association and is a Super Lawyer Rising Star in Business Litigation (2014 and 2015) for the mid-south region.

Hall "likes to do his part to help ensure that all Arkansans have equal access to justice." Hall enjoys bicycling on the Razorback Regional Greenway, hiking and spoiling his dog Lulu. Lulu is a "Legal" (lab/beagle mix) that he adopted.

Hall "likes to do his part to help ensure that all Arkansans have equal access to justice."

Hall enjoys bicycling on the Razorback Regional Greenway, hiking and spoiling his dog Lulu. Lulu is a "Legal" (lab/beagle mix) that he adopted.

Raymond Smith - In observance of Law Day, Legal Aid of Arkansas announces that Raymond Smith of Fayetteville is being recognized for his outstanding volunteerism in the Fourth Judicial District, which includes Madison and Washington counties.



Smith donated more than 46 hours of pro bono service to low income clients during 2015 with a conservative value of \$9,200 to the community.

Smith, a retired Lt. Colonel in the U.S. Air Force, came late to the law beginning his practice in 1980. He spent 26 years in the Air Force, serving in multiple locations and in various positions. After his military retirement, he returned to Fayetteville and graduated from the University of Arkansas School of Law in December 1979. "Duty to

serve the needy" is a motivating factor in his volunteering with Legal Aid clients.

Smith is married to Marilyn Smith. He is active in the Lions Club and Trout Unlimited (a non-profit, conservation organization). His practice, Raymond C. Smith, P.A., is located at 70 N. College Ave., Ste. 11 in Fayetteville, Arkansas.

J. Timothy Smith - In observance of Law Day, Legal Aid of Arkansas announces that J. Timothy Smith of Fayetteville is being recognized for his outstanding volunteerism in the Fourth Judicial District, which includes Madison and Washington counties.



Smith donated more than 52 hours of pro bono service to low income clients during 2015 with a conservative value of \$10,400 to the community.

Smith is an attorney with Elliott & Smith Law Firm and has been practicing since his admission to the bar in 1991. He graduated from the University of Arkansas (BA in communications) and the University of Arkansas School of Law in Fayetteville. He is past president of the Washington County Bar Association, WB Putman the Inns of Court and is the current President of the American Board of Trial Advocates (ABOTA).

As for motivation for volunteering his time with Legal Aid, Smith said, "I enjoy having the ability to provide assistance to people who need help but for

unfortunate reasons do not have the resources to hire someone to protect their interest and rights."

Smith is married to wife Cristy and has two children, Ty and Emma. He enjoys golf, hunting and Razorback athletics. His firm, Elliott & Smith Law Firm, is located at 4302 North Waterside Ct. in Fayetteville.

George Butler - In observance of Law Day, Legal Aid of Arkansas announces that George Butler of Fayetteville is being recognized for his outstanding volunteerism in the Fourth Judicial District, which includes Madison and Washington counties.



Butler donated 49 hours of pro bono service to low-income clients during 2015 with a conservative value of \$9,800 to the community.

Butler is a graduate of the University of Arkansas with a B.A. in political science and earned his Juris Doctorate from the University of Arkansas School of Law in Fayetteville. He was the Washington County attorney for 30 years and was one of the founders of the local Habitat for Humanity chapter.

In 1977, Butler eloped to Las Vegas to marry his wife Kathy. They have two daughters, Claire Bertorello and Laura Butler, and two grandchildren, Anna and Brooklyn Bertorello. He enjoys reading and movies. "Having had a very blessed life," Butler feels the need to give back to the community.

Legal Aid of Arkansas is a non-profit corporation with a vision to improve the lives of low-income Arkansans by championing equal access to justice regardless of economic or social circumstances.

Legal Aid provides free legal help with civil matters to those who qualify.

If you or someone you know needs help with a legal problem, has questions for a lawyer, has been sued, or doesn't know where to turn, call the Legal Aid Helpline at **1-800-952-9243.**

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Legal Aid Sends a BIG THANK YOU to the Volunteer Attorneys in the Nineteenth Judicial District

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On Law Day, May 1, Legal Aid of Arkansas recognizes and thanks the volunteer attorneys in the Nineteenth Judicial District for their donation of 684.7 hours in 2015. Legal Aid of Arkansas is a non-profit corporation with a vision to improve the lives of low-income Arkansans by championing equal access to justice regardless of economic or social circumstances.

The following attorneys either took a case or closed a case in 2015: Wayne Ackerman, Tina Adcock-Thomas, Jennifer Bechet, Matt Bishop, John Blair, Tiffany Burnett, Craig Campbell, Ruben Cantu, Jenny Champlin, Lori Chumbler, Myles Cochran, Jon Comstock, Patrick Conley, Ben Cormack, Ben Crabtree, Eldon Cripps, Dena Dickinson, Chad Doellinger, Jerry Dossey (deceased), Daniel Elrod, Stephen Hardin, Victoria Hargis Bruton, Chris Harris, Andrew Hatfield, Sarah Heffley, Mauricio Herrera, Hadley Hindmarsh, David Hollander, Bill Horton, Christine Horwart, Nelson Jackson, Sonia Jin, Donald Kendall, Mary Kendall, Susan Keller Kendall, Patrick Lewis, Adele Lucas, Paula Martucci, Jennifer May-Brust, Joanne McCracken, Joshua Meister, Andrew Miller, Tom Morris, Victoria Morris, Christopher Nanos, Mike Noble, Anthony Noblin, Kristin Pawlik, Lindsey Pesek, Jake Pesicek, Benjamin Poole, Will Prettyman, Jennifer Quezada, George R. Rhoads, Chris Rogers, Mary Schneider, Tara Nunez Smith, Acacia Stinnett, Larry Thompson, Todd Van Es, Ralph Williams.

The following awards recognize outstanding volunteerism and service to residents of the district. The Outstanding Volunteer for the Arkansas Volunteer Lawyers for the Elderly: Jack Butt. 19th Judicial District Outstanding Attorneys are: Tom Morris of Bella Vista and Victoria Morris of Bentonville.

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Also the following attorneys had over 20 hours of Pro Bono Service: Everett DePangher, J. Timothy Smith, George Butler, M. Scott Hall, Raymond Smith, Conrad Odom, Samantha Leflar, Rick Woods, Richard Miller, Jack Butt, Elise Dudley, Darlene Irwin, Lucas Regnier, Tim Meitzen, Rita Hempen Miller and Tim Myers.

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Legal Aid of Arkansas
Organizational Chart
 June 1, 2017

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 Executive Director

